

REQUEST FOR PROPOSALS
FOR
THE PROVISION AND OPERATION OF A
PARKING VIOLATION / PARKING MANAGEMENT
INFORMATION SERVICES SYSTEM (PVPMISS)

CITY OF BOSTON

BOSTON TRANSPORTATION DEPARTMENT
OFFICE OF THE PARKING CLERK

DECEMBER 21, 2009

RFP OVERVIEW

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(0.0)	ADVERTISEMENT	1
(1.0)	PURPOSE AND OBJECTIVES OF THE REQUEST FOR PROPOSALS (RFP)	7
(2.0)	BACKGROUND AND OVERVIEW OF THE BTD AND PVPMISS	13
(3.0)	PROPOSAL INFORMATION AND CONDITIONS	27
(4.0)	SCOPE OF SERVICES	39
(5.0)	METHODOLOGY FOR DETERMINING THE MOST ADVANTAGEOUS PROPOSAL	365
(6.0)	MINIMUM EVALUATION CRITERIA	371
(7.0)	COMPARATIVE EVALUATION CRITERIA	377
(8.0)	INSTRUCTIONS FOR THE COMPOSITION OF THE TECHNICAL (NON-PRICE) PROPOSAL AND INFORMATION RELATING TO THE EVALUATION THEREOF	435
(9.0)	INSTRUCTIONS FOR THE COMPOSITION OF THE PRICE PROPOSAL AND INFORMATION RELATING TO THE EVALUATION THEREOF	449
(10.0)	SUBMISSION OF THE COMPLETE PROPOSAL	465
(11.0)	CONTRACT TERMS AND CONDITIONS	471
	FORMS AND QUESTIONNAIRES	525
	APPENDIXES (See RFP Appendixes Document)	

- RFP INDEX -

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(0.0)	<u>ADVERTISEMENT</u>	1
(1.0)	<u>PURPOSE AND OBJECTIVES OF THE REQUEST FOR PROPOSALS (RFP)</u>	7
(2.0)	<u>BACKGROUND AND OVERVIEW OF THE BTD AND PVPMISS</u>	13
(2.1)	Brief Historical Note.....	15
(2.2)	Overview and Importance of the BTD and PVPMISS.....	15
(2.3)	Enforcement/Collection Remedies.....	17
(2.4)	Inquiries and Disputes.....	20
(2.5)	Major Organizations Involved in Current Operations.....	21
(2.5.1)	OPC Division Organizational Units.....	21
(2.5.2)	Other BTD Divisions Most Directly Involved with the PVPMISS.....	24
(2.5.3)	External Agencies.....	25
(3.0)	<u>PROPOSAL INFORMATION AND CONDITIONS</u>	27
(3.1)	Term and Scope of Contract.....	28
(3.2)	Approval By Mayor and CPO Required.....	28
(3.3)	Subject to Appropriation.....	28
(3.4)	Renewal Subject to Investigation.....	28
(3.5)	Applicable Laws.....	28
(3.6)	General RFP Conditions.....	29
(3.7)	Proposer's Examination of the RFP.....	29
(3.8)	Compliance with Proposal Submission Procedures.....	29
(3.9)	Terminology.....	29

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(3.10)	Prior Information.....	29
(3.11)	Awarding Authority/Evaluation Committee.....	30
(3.12)	Procedures for Opening and Evaluating the Price and Non-Price (Technical) Proposals.....	30
(3.13)	Tentative Schedule of Events.....	31
(3.14)	Awarding Authority Decision.....	31
(3.15)	Mandatory Proposers' Conference.....	32
(3.16)	OPC Division Tour/Walk-Through.....	32
(3.17)	Inquiries.....	32
(3.18)	Restrictions on Contact With City Personnel.....	33
(3.19)	Revisions / Addenda.....	33
(3.20)	Proposal Deposit.....	33
(3.21)	Return of Deposit.....	34
(3.22)	Execution and Terms of Contract.....	34
(3.23)	Failure to Execute Contract; Liquidated Damages.....	34
(3.24)	Incurring Costs.....	34
(3.25)	Note Regarding the Same Subcontractor for Different Proposals.....	35
(3.26)	Performance Bond.....	35
(3.27)	Basis for Acceptance/Conflict of Interest.....	35
(3.28)	Systems Responsibility.....	35
(3.29)	Rights to Submitted Material.....	36
(3.30)	Use of Proposals.....	36
(3.31)	Return of Proposals.....	36
(3.32)	Confidential/Proprietary Information.....	36
(3.33)	Proposals Not Selected.....	36
(3.34)	News Releases.....	36

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(3.35)	City of Boston Jobs and Living Wage Ordinance.....	37
(3.36)	Approval of Systems.....	37
(3.37)	Relationships Between Proposers.....	37
(3.38)	Plan of Services.....	37
(3.39)	Negotiating Changes to the Plan of Services with the Proposer Submitting the Most Advantageous Proposal.....	38
(3.40)	Debriefing.....	38
(3.41)	Tax Exempt Status.....	38
(4.0)	<u>SCOPE OF SERVICES</u>	39
(4.1)	<u>SYSTEM, OPERATIONAL AND FUNCTIONAL REQUIREMENTS OF A COMPREHENSIVE AND INTEGRATED PVPMISS</u>	41
(4.1.0)	Overview.....	43
(4.1.1)	Functional Requirements and Features.....	44
(4.1.2)	Note to Proposers.....	45
(4.2)	<u>CHANGES TO SPECIFICATIONS AND REQUIREMENTS AND THE EFFECTIVE AND EFFICIENT ACCOMMODATION OF CHANGES</u>	47
(4.3)	<u>PARKING TICKET PICK-UP, RECEIPT AND CONTROL</u>	53
(4.3.1)	Issuance Profile.....	55
(4.3.2)	Ticket Retrieval and Receipt.....	55
(4.3.3)	Counting, Batching and Control.....	55
(4.3.4)	Subsequent Handling of Tickets.....	56
(4.3.5)	Reporting.....	56
(4.3.6)	Capacity.....	56

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.3.7)	Location.....	56
(4.4)	<u>PARKING TICKET DATA ENTRY</u>	57
(4.4.0)	Information Foundation and Zero-Defect Objective.....	59
(4.4.1)	Unique and Hybrid Characteristics.....	59
(4.4.2)	Information To Be Data Entered (Keyed).....	60
(4.4.3)	Medium Used For Capture of Information.....	60
(4.4.4)	Time Frame and Capacity Requirements.....	60
(4.4.5)	Hard Copy Report.....	60
(4.4.6)	Edits and Controls.....	60
(4.4.7)	Data Entry Specifications.....	61
(4.4.8)	Hardware and Software.....	61
(4.4.9)	Quality Control.....	61
(4.4.10)	Personnel.....	61
(4.4.11)	Reconciliation.....	61
(4.4.12)	Unprocessable Tickets.....	61
(4.4.13)	Reports.....	62
(4.4.14)	Oversight of a Subcontractor.....	62
(4.4.15)	Location.....	62
(4.5)	<u>UPDATING TICKETS TO ON-LINE AND MASTER FILES</u>	63
(4.5.1)	Note Regarding Excise Tax.....	65
(4.6)	<u>LOCKBOX PROCESSING FUNCTIONS</u>	67
(4.6.0)	Lockbox Payments and Correspondence.....	69

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.6.1)	Subject to Intense Public Scrutiny/Zero-Defect Objective.....	69
(4.6.2)	Non-Standard Characteristics and Research Items.....	69
(4.6.3)	Staffing and Managerial Oversight.....	70
(4.6.4)	Lockbox Transaction Processing Facility.....	71
(4.6.5)	Payment Processing System.....	71
(4.6.6)	Lockbox Processing Overview.....	71
(4.6.7)	Research Items.....	74
(4.6.8)	Skeletal Payments.....	75
(4.6.9)	Capacity Requirements.....	75
(4.6.10)	Bounced/Bad Checks.....	76
(4.6.11)	Comprehensive Audits and Controls.....	76
(4.6.12)	Comprehensive Financial Management For All Banking Activity.....	77
(4.6.13)	Comprehensive Activity Reporting.....	77
(4.7)	<u>ON-LINE, REAL-TIME 'POINT OF SALE' PAYMENT PROCESSING SYSTEM</u>	81
(4.7.0)	City Hall and Tow Lot Payments.....	83
(4.7.1)	System Features.....	83
(4.7.1.1)	System Enhancements.....	85
(4.7.2)	Audit, Reconciliation and Activity Reporting.....	85
(4.7.3)	Vendor Responsibility in the Event of Down Time.....	87
(4.7.4)	Equipment.....	87
(4.7.5)	Skeletal Payments and Dispositions.....	88
(4.7.6)	Boot and Tow (Seizure) System Interface: Automatic Release.....	88
(4.7.7)	Bar Code Scanning of Parking Tickets	88

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.7.8)	Boot and Tow (Seizure) Auto-Release Audit Report.....	89
(4.7.9)	Pay by Web Application.....	89
(4.7.10)	Point of Sale Kiosk Stations.....	90
(4.8)	<u>REQUIRED SCREEN DATA FOR GENERAL AND UNIVERSAL INQUIRY AND CUSTOMER SERVICE FUNCTIONS (GENERAL INQUIRY SCREENS)</u>	91
(4.8.0)	Detailed, Comprehensive, Integrated and Consolidated Data and Information and Note to Prospective Vendors.....	93
(4.8.1)	User-Friendly Lay-Out and Scrolling.....	94
(4.8.2)	General Inquiry Screens Main Access Menu.....	94
(4.8.3)	Primary Inquiry Screen (License Plate Screen).....	95
(4.8.4)	Additional License Plate Level Data Screen.....	96
(4.8.5)	Ticket Level Data Screen.....	98
(4.8.6)	Additional Ticket Level Payment and Notice Data Screen: (Ticket History Screen).....	99
(4.8.7)	Plate Level Penalty Detail Screen.....	100
(4.8.8)	Plate Level Notice Detail Screen.....	101
(4.8.9)	Registry Data Detail Screen.....	101
(4.8.10)	Suspension Detail Screen.....	102
(4.8.11)	Chronological Payment Data Screen.....	102
(4.8.12)	Alternate Name/Previous Plate Ownership Screen.....	102
(4.8.13)	Ticket Initial Processing/Pending System Action Detail Screen.....	103
(4.8.14)	Issuing Officer Detail Screen.....	104
(4.8.15)	Ticket Status Screen.....	105

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.8.16)	Comprehensive Notice Creation Date Detail Screen.....	105
(4.8.17)	Comprehensive Non-Renewal Hold Data Detail Screen.....	106
(4.8.18)	Seizure Status Detail Screen.....	106
(4.8.19)	Correspondence Detail Screen.....	107
(4.8.20)	Disposition Summary Screen.....	107
(4.8.21)	Violation Payment Adjustment Screen.....	107
(4.8.22)	Name & Address Adjustment Screen.....	108
(4.8.23)	Citation Adjustment Screen.....	108
(4.9)	<u>ON-LINE, REAL-TIME CLAIMS PROCESSING SYSTEM</u>	111
(4.9.0)	Real-Time and Comprehensively Integrated System and General Purpose.....	113
(4.9.1)	Importance of System.....	113
(4.9.2)	Security and Controls.....	113
(4.9.3)	Direct Access From General Inquiry Screens and User-Friendly, Efficient and Effective Inquiry and Data Entry.....	114
(4.9.4)	Data Capture of Name and Address.....	114
(4.9.5)	Inquiries That Result In Disputes.....	115
(4.9.5.0)	General Functionality.....	115
(4.9.5.1)	Important Characteristics and General Categories of Disputes.....	116
(4.9.5.2)	Correction and Revision Capability.....	117
(4.9.5.3)	Case Number for Non-Dismissals.....	118
(4.9.5.4)	Batch Number for Dismissals.....	118
(4.9.5.5)	Claims Processing Prior to Violation Record Update.....	118
(4.9.5.6)	Additional Requirements.....	119

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.9.5.7)	Hearing Scheduling.....	119
(4.9.5.8)	Hearing Dispositions.....	120
(4.9.5.9)	On-Line Edits and Controls.....	120
(4.9.5.10)	Reports.....	121
(4.9.5.11)	Non-Hearing Processing Screen.....	122
(4.9.5.12)	Suspend Processing Screen.....	122
(4.9.5.13)	Hearing Request Screen.....	123
(4.9.5.14)	Hearing Outcome Processing Screen.....	124
(4.9.5.15)	Note Regarding Claims Processing Screens.....	125
(4.9.6)	Lease/Rental/Taxi Vehicle Ticket Claim Processing.....	125
(4.9.6.0)	Lease/Rental/Taxi Vehicle System Functions.....	126
(4.9.6.1)	Lease/Rental/Taxi Processing Screen.....	126
(4.9.7)	Mailing of Claims Processing System Correspondence Letters.....	126
(4.10)	<u>REGISTRY OF MOTOR VEHICLES (RMV) INTERFACE SYSTEM AND REQUIREMENTS</u>	127
(4.10.0)	Vendor/RMVs Personnel Interface and Relationships and Other Vendor Responsibilities.....	129
(4.10.1)	Manipulation and/or Interpretation of Data.....	129
(4.10.2)	The Parking Ticket.....	130
(4.10.3)	License Plate Type Requirement.....	130
(4.10.4)	License Plate Color Requirement.....	131
(4.10.5)	Significant Character Requirement.....	131
(4.10.6)	Multiple Owner and Re-Issued License Plate Requirement.....	131
(4.10.7)	Splits and Combines.....	131
(4.10.8)	Request and Processing of, and Edits and Controls for, Massachusetts Vehicle Owner Information.....	132

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.10.9)	RE-Request and Processing of MA Vehicle Owner Information.....	133
(4.10.10)	ON-LINE-Request and Processing of MA Vehicle Owner Information.....	133
(4.10.11)	Request and Processing of, and Edits and Controls for, Out-of-State Vehicle Owner Information.....	134
(4.10.12)	RE-Request and Processing of Out-of-State Vehicle Owner Information.....	134
(4.10.13)	Identification and Analysis of Unsuccessful Vehicle Owner Identification Transactions.....	135
(4.10.14)	RMVs System Interface Required for the Maximum Possible Number of Non MA States.....	135
(4.10.14.0)	Important Note.....	135
(4.10.15)	Historical and Anticipated Out-of-State Issuance.....	136
(4.10.16)	Massachusetts 'Section 5' License Plate Registrant Identification Information.....	137
(4.10.17)	Canadian Vehicle Owner Information.....	137
(4.10.18)	Data Entry of Vehicle Owner Information.....	137
(4.10.19)	License and Registration Non-Renewal: Mark Request and Processing and Edits and Controls.....	138
(4.10.20)	License and Registration Non-Renewal: Mark RE-Request and Processing.....	139
(4.10.21)	License and Registration Non-Renewal: Clear Request and Processing and Edits and Controls.....	140
(4.10.22)	License and Registration Non-Renewal: Clear RE-Request and Processing.....	140
(4.10.23)	ON-LINE Processing of Non-Renewal Transactions.....	140
(4.10.24)	Financial and Other Accounting System and Adjustments for Non-Renewal Transactions.....	141
(4.10.25)	Registrant Name and Address History.....	141
(4.10.26)	License Plate Swap Program.....	141
(4.10.27)	On-Line SWAP Screen.....	142

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.10.28)	Provision of On-Line Access to the MA RMV Licensing and Registration System.....	143
(4.10.29)	Interface to other RMV Databases.....	143
(4.11)	<u>PARKING TICKET DUNNING NOTICE SYSTEM AND SERVICES</u>	145
(4.11.0)	Provision of a Comprehensive, Multi-Faceted and Integrated Parking Ticket Dunning Notice System (Notice System).....	147
(4.11.1)	'Noticing Program' Document.....	147
(4.11.2)	Communication and Provision of Information to Violators.....	147
(4.11.3)	Initiating Enforcement and Collection Action.....	147
(4.11.4)	Primary Massachusetts and Out-of-State Noticing Components.....	148
(4.11.5)	Ticket and Plate Level Notices.....	148
(4.11.6)	Eligibility Criteria.....	149
(4.11.7)	Examples of Specific Eligibility Criteria.....	149
(4.11.8)	Returned Check Notice.....	151
(4.11.9)	On-Line Special Collections Noticing System.....	151
(4.11.10)	Ad Hoc Special Noticing Populations.....	153
(4.11.11)	On-Line Access to Notice Records.....	153
(4.11.12)	Computer System Notice Scheduling, Creation and Revalidation.....	154
(4.11.13)	Notice Printing.....	155
(4.11.14)	Information to be Printed on the Notices.....	156
(4.11.15)	Notice Registers.....	156
(4.11.16)	Mail House Function.....	157
(4.11.17)	Location of the Notice Generation/Printing and Mail House Functions.....	158
(4.11.18)	Inventory Control.....	159

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.11.19)	OCR Processability.....	159
(4.11.20)	Returned Mail - Bad Address System (Nixies).....	159
(4.11.21)	Notice Management System.....	160
(4.11.22)	Notice Log.....	161
(4.12)	<u>BOOT AND TOW SYSTEM</u>	163
(4.12.0)	On-Line, Real-Time and Comprehensively Integrated System.....	165
(4.12.1)	Seizure and Violations Tow Components.....	165
(4.12.2)	Abandoned Vehicle Program Tow Lot Support.....	165
(4.12.3)	Violation Tow Eligibility Criteria.....	166
(4.12.4)	Seizure Eligibility Criteria.....	166
(4.12.5)	Eligible File/Boot Book.....	167
(4.12.6)	Violation Time and Location Boot File.....	167
(4.12.7)	Seizure Notices and Coordination with Boot Book.....	167
(4.12.8)	Manual Entry of Seizure Eligibility.....	168
(4.12.9)	User-Friendly On-Line Data Entry and Inquiry: Access Screens.....	168
(4.12.10)	Dispatcher and Boot Crew/Tow Crew/Hearing Support.....	169
(4.12.11)	Correction and Revision Capability.....	170
(4.12.12)	Seizure Fee and Violation Tow Fee.....	171
(4.12.13)	Storage Fees.....	171
(4.12.14)	Integration with Non-Boot and Tow System On-Line Inquiry.....	172
(4.12.15)	Boot and Tow History.....	173
(4.12.16)	Boot and Tow Vehicle Inventory Function.....	173
(4.12.17)	System Security.....	174
(4.12.18)	Vehicle Impoundment and Immobilization (Boot) Management Information System.....	174

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.12.19)	Hand Held Portable Seizure Identification Devices.....	174
(4.12.20)	License Plate Recognition Technology.....	176
(4.13)	<u>ABANDONED VEHICLE SYSTEM</u>	179
(4.13.0)	On-Line, Real-Time, Integrated System.....	181
(4.13.1)	Creation of Records by the City.....	181
(4.13.2)	Creation of Records by the Vendor.....	182
(4.13.3)	Screen Format and On-Line Access and Integration With the PVPMISS.....	183
(4.13.4)	Scheduling of Hearings and Hearings Support.....	184
(4.13.5)	Generation, Printing and Mailing of Notices.....	184
(4.13.6)	Payment Processing.....	185
(4.13.7)	Revisions to Vehicle Owner Name and Address.....	185
(4.13.8)	Non-Renewal of Driver's License and/or Registration.....	185
(4.13.9)	Tracking of Repeat Violators.....	185
(4.13.10)	Tow Lot Support.....	186
(4.13.11)	Qualifying Statement Regarding Tow Lot Support.....	187
(4.13.12)	Abandoned Vehicle Custody Notification.....	187
(4.13.13)	Further Requirements for Abandoned Vehicle Reporting System.....	188
(4.14)	<u>ON-LINE MULTIPLE VEHICLE - SINGLE OWNER/ENTITY SYSTEM (MULTI OWNER SYSTEM)</u>	189
(4.14.0)	Definition and Objectives.....	191
(4.14.1)	Summary of Support Functions.....	191
(4.14.2)	Multi Owner Number.....	192
(4.14.3)	On-Line and Comprehensively Integrated System.....	192
(4.14.4)	On-Line Data Entry and Inquiry/Access Screens.....	193

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.14.5)	Multi Owner Entity Record and Access Screen: Creation, Changes to and Termination.....	194
(4.14.6)	License Plate Information Records and Access Screen: Creation/Posting, Changes to and Termination.....	195
(4.14.7)	Additional Requirements for Dealer Vehicles.....	196
(4.14.8)	Additional Requirements for Fleet Vehicles and Government Vehicles.....	196
(4.14.9)	Additional Requirements for Lease/Rental Surcharge Payments and Notice to Prospective Vendors.....	197
(4.15)	<u>PARKING METER MANAGEMENT SYSTEM</u>	199
(4.15.0)	On-Line and Integrated System.....	201
(4.15.1)	Data Input/Data Entry.....	201
(4.15.2)	System Features.....	202
(4.15.3)	Meter Outage/Repair Screen.....	203
(4.15.4)	Management and Activity Reporting.....	204
(4.16)	<u>SIGN MANAGEMENT SYSTEM</u>	207
(4.16.0)	On-Line and Comprehensive Sign Management Work Order System.....	209
(4.16.1)	Maintenance of All Sign Activity.....	209
(4.16.2)	Creation of Records.....	209
(4.16.3)	On-Line Access.....	210
(4.16.4)	Edits and Controls.....	211
(4.16.5)	Management & Operational Reports.....	211
(4.16.6)	Future Interface with Core PVPMISS.....	212
(4.16.7)	Future Interface with Geographic Information System (GIS).....	212

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.17)	<u>AUTOMATED INTERACTIVE VOICE RESPONSE SYSTEM</u>	213
(4.17.0)	Overview of Vendors Responsibilities.....	215
(4.17.1)	Overview of IVRS Applications.....	216
(4.17.2)	IVRS Applications.....	217
(4.17.2.0)	Ticket Information Application.....	217
(4.17.2.1)	Resident Permit/Central Administration, Abandoned Vehicle Application.....	217
(4.17.2.2)	Tow Lot Application.....	217
(4.17.2.3)	Pay-by-Phone Application.....	218
(4.17.3)	IVRS Hardware, Software, Features, Capabilities & Reports.....	218
(4.17.3.0)	Current System Configuration.....	219
(4.17.3.1)	Equipment Specifications.....	219
(4.17.3.2)	Software.....	220
(4.17.3.3)	Major Features & Capabilities.....	220
(4.17.3.4)	VRS Activity Reports.....	221
(4.17.4)	New IVRS Equipment to be Provided by Vendor.....	221
(4.17.4.0)	Specifications and Requirements for the new IVRS (must be equivalent or exceeded).....	221
(4.17.5)	Overview of Vendor's Responsibilities for ACD.....	223
(4.17.5.1)	Current System Configuration.....	223
(4.17.5.2)	Minimum Requirement.....	224
(4.18)	<u>AUTOMATED REFUND SYSTEM</u>	225
(4.19)	<u>MANAGEMENT INFORMATION SYSTEM</u>	229
(4.19.0)	Comprehensive, Detailed, Accurate and Timely Management Tools...	231
(4.19.1)	Management and Operational Reports for Violation Issuance.....	231

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.19.2)	Financial Management and Operational Reports.....	232
(4.19.3)	Dunning Notice Management and Operational Reports.....	234
(4.19.4)	Other Management and Operational Reports.....	234
(4.19.5)	Audit and Control/Transaction Update Reports.....	235
(4.19.6)	Ticket Management Information System.....	236
(4.19.7)	Report Format/Media.....	236
(4.20)	<u>PRODUCTION SCHEDULES</u>	237
(4.21)	<u>NETWORK CAPABILITIES AND OTHER EQUIPMENT, SERVICE AND SUPPLY REQUIREMENTS</u>	241
(4.21.0)	Overview.....	243
(4.21.1)	Detailed Requirements.....	243
(4.21.2)	WWW / Internet Applications.....	245
(4.21.3)	Network, Communications and Hardware Specifications.....	246
(4.21.4)	Additional Services/Equipment/Supplies, Requirements and Procurement thereof:.....	246
(4.21.5)	Replacement of City Owned Personal Computers, Monitors, Laser Printers.....	246
(4.21.6)	Location of LAN/WAN Equipment.....	246
(4.22)	<u>ON-LINE SYSTEM AVAILABILITY AND RESPONSE TIME</u>	247
(4.22.0)	Importance of.....	249
(4.22.1)	System Availability.....	249
(4.22.2)	Response Time.....	249
(4.22.3)	Other Requirements.....	250
(4.23)	<u>FILE ARCHIVE</u>	251

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.24)	<u>ON-LINE RESIDENT PERMIT PARKING SYSTEM</u>	255
(4.24.0)	Resident Permit Parking Program.....	257
(4.24.1)	On-line RPP System.....	257
(4.24.2)	System Features.....	257
(4.24.3)	System Components.....	258
(4.24.4)	Future Enhancements.....	259
(4.25)	<u>PROVISION OF COMPLETE SERVICES TO ALL TICKETS ON THE DATABASE</u>	261
(4.26)	<u>SYSTEM DOCUMENTATION AND USER REQUIREMENTS</u>	265
(4.27)	<u>PERFORMANCE REPORTING</u>	269
(4.28)	<u>SECURITY</u>	273
(4.29)	<u>COMPLETE AND COMPREHENSIVE BACK-UP OF ALL SYSTEMS AND FILES AND ALTERNATIVE PROCESSING ARRANGEMENTS</u>	277
(4.30)	<u>TRAINING</u>	281
(4.31)	<u>CAPACITY AND VOLUMES</u>	285
(4.31.0)	On-Line Active Database.....	287
(4.31.1)	Archive Violations.....	287
(4.31.2)	Ongoing Violation Ticket Volumes.....	287
(4.31.3)	Payment Volumes.....	287
(4.31.4)	Other Volumes.....	288
(4.32)	<u>TEST SYSTEM</u>	289

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.33)	<u>RECOVERY FROM CATASTROPHIC FAILURE</u>	293
(4.34)	<u>ORGANIZATION, PLAN OF SERVICES AND PERSONNEL</u>	297
(4.34.0)	Note.....	299
(4.34.1)	Single Point of Responsibility.....	299
(4.34.2)	Highly Effective Full Service PVPMISS Organization Including Management and Oversight.....	300
(4.34.3)	Key Personnel.....	301
(4.34.4)	On-Site Assistance.....	302
(4.34.5)	Programmer Analysts.....	303
(4.34.5.1)	Assignment of a Network Administrator and Micro-Programmer.....	303
(4.34.5.2)	Assignment of Interactive Voice Response System (IVRS) Analyst(s).....	304
(4.34.5.3)	Assignment of WWW / Internet Applications Analyst.....	304
(4.34.6)	Consultant Services.....	305
(4.34.6.1)	Consultant Services for Enforcement Activities.....	305
(4.34.6.2)	Consultant Services in Traffic & Parking Management.....	305
(4.34.7)	Routine Programmatic Meetings.....	306
(4.34.8)	Commitment of Specific Key Personnel.....	306
(4.34.9)	Depth of Key Personnel.....	306
(4.34.10)	Non-Key Personnel For All Responsibilities.....	306
(4.34.11)	Experience and Demonstrated Effectiveness of Subcontractors and Subcontractor Personnel.....	307
(4.34.12)	Right to Refuse Personnel.....	307
(4.34.13)	Tow Lot Support	307
(4.35)	<u>SECONDARY COLLECTIONS</u>	309

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.36)	<u>CONVERSION</u>	313
(4.37)	<u>HAND-HELD ELECTRONIC TICKET WRITING DEVICES</u>	317
(4.37.1)	Introduction, Background and Programmatic Orientation.....	319
(4.37.2)	Sensitivity & Concern About Writing a Parking Ticket in the Field.....	319
(4.37.3)	The Issuing Officer and the Parking Violation.....	320
(4.37.4)	The Registrant Acquisition Systems and Process Adds to the Complexity and Potential for Problems	321
(4.37.5)	Indication of Impact.....	321
(4.37.6)	Other Reasons why the City desires a successful Turnkey HHD System	321
(4.37.7)	City's Orientation and Key Objectives for HHD's	323
(4.37.8)	Vendor Provision of HHD's	325
(4.37.9)	Equipment Requirements	326
(4.37.10)	Repairs and Replacement of the HHD's and Supporting Equipment...	327
(4.37.11)	Transmission Cradles/Devices and Chargers.....	327
(4.37.12)	Batteries	327
(4.37.13)	Interface Capability, Communication, Connectivity, Downloading, Uploading	327
(4.37.14)	Data Export/Import	328
(4.37.15)	Development of Additional Applications or Enhancements	328
(4.37.16)	Reporting Including Ad Hoc Capabilities	328
(4.37.17)	Security	329
(4.37.18)	Ticket Information to be Captured by HHD	329
(4.37.19)	HHD Capabilities for Turnkey System	330
(4.37.20)	Other Requirements	331
(4.37.21)	Maintenance Contract	333

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.37.22)	Warranty	334
(4.37.23)	Documentation	334
(4.37.24)	Technical Support & Development	334
(4.37.25)	Environmental Issues at the Tow Lot Facility	335
(4.37.26)	Additional HHD Requirements	335
(4.37.27)	Submission of Hardware Proposed	337
(4.37.28)	Supervisory Application and Capabilities	338
(4.38)	<u>Document Image Processing & Workflow System</u>	341
(4.38.0)	Document Image Processing & Workflow System.....	343
(4.38.1)	Document Input/Scanning.....	343
(4.38.2)	Document Batching.....	343
(4.38.3)	Document Storage & Workflow Processing System.....	344
(4.38.3.1)	Screen Capture Capability.....	344
(4.38.4)	Correspondence Processing Queues.....	345
(4.38.4.1)	Correction Capability.....	346
(4.38.5)	Hearing Processing.....	346
(4.38.6)	Tickets Not On-Line.....	347
(4.38.6.1)	Workflow Correspondence Processing.....	347
(4.38.6.2)	Workflow Hearing Processing.....	347
(4.38.7)	Scanning Additional Documents to Existing Cases.....	348
(4.38.8)	User-Friendly Operationally Efficient and Effective System.....	348
(4.38.9)	Multiple PVPMISS Sessions.....	348
(4.38.10)	System Security/User Access.....	349
(4.38.11)	Reports.....	349
(4.38.12)	Equipment, Service and Communication.....	349

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(4.38.13)	System Uniformity.....	349
(4.38.14)	Code 35 Response via Web.....	349
(4.38.15)	Data Adjustments / System Problems.....	350
(4.38.16)	A-9 Letters in Workflow.....	350
(4.38.17)	Resident Permit Renewals via Workflow	350
(4.39)	<u>PRINTING OF PARKING VIOLATION TICKETS, DUNNING NOTICES AND OTHER ITEMS AND THE PROVISION OF ON-GOING SUPPORT SERVICES</u>	353
(4.39.0)	Introduction.....	355
(4.39.1)	Critical Nature of Hand Written Parking Tickets.....	355
(4.39.2)	Responsibility for Pre Existing Inventory.....	357
(4.40)	<u>TRAFFIC MANAGEMENT PERMITTING SYSTEM</u>	359
(4.40.0)	Traffic Management Permitting Program.....	361
(4.40.1)	Traffic Management Permitting System.....	361
(4.40.2)	Permit Issuance and Related Forms.....	361
(4.40.3)	System Components.....	362
(4.40.4)	System Fast Paths.....	363
(4.40.5)	Collection Activities.....	363
(4.40.5.1)	Invoicing and Noticing.....	363
(4.40.5.2)	Payment Posting.....	364
(4.40.5.3)	Collection of Past Due Accounts.....	364
(4.40.5.4)	Complaint Tracking.....	364
(4.40.6)	Reporting Requirements.....	364
(4.40.7)	Additional Services.....	364

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(5.0)	<u>METHODOLOGY FOR DETERMINING THE MOST ADVANTAGEOUS PROPOSAL</u>	365
(5.1)	Introduction.....	367
(5.2)	Screening the Proposals for Responsiveness and Responsibility.....	367
(5.3)	Minimum Evaluation Criteria.....	367
(5.4)	Evaluation of Responsive and Responsible Proposals Using the Comparative Evaluation Criteria Contained in the RFP.....	368
(5.5)	Assigning Composite Ratings.....	368
(5.6)	Determining the Most Advantageous Proposal.....	368
(6.0)	<u>MINIMUM EVALUATION CRITERIA</u>	371
(6.1)	Overview.....	373
(6.2)	Listing of Minimum Criteria and the Use of Response Form.....	373
(6.3)	Minimum Evaluation Criteria.....	373
(7.0)	<u>COMPARATIVE EVALUATION CRITERIA</u>	377
(7.0.1)	Listing of Comparative Evaluation Criteria.....	379
(7.1)	Comparative Criteria # 1: Company PVPMISS Experience, Capability, Qualifications and Demonstrated Efficient and Effective Performance.....	381
(7.2)	Comparative Criteria # 2: Compliance with Scope of Services.....	393
(7.3)	Comparative Criteria # 3: Operation/Management Plan and Plan of Services and Personnel Depth, Qualifications, Experience and Performance.....	407
(7.4)	Comparative Criteria # 4: RMV Interface Experience, Knowledge, Capability and Demonstrated Efficient and Effective Performance.....	425
(8.0)	<u>INSTRUCTIONS FOR THE COMPOSITION OF THE TECHNICAL (NON-PRICE) PROPOSAL AND INFORMATION RELATING TO THE EVALUATION THEREOF</u>	435

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(8.1)	Sources of Information for Evaluating Proposals in Accordance With the Comparative Criteria.....	437
(8.2)	Overview of Instructions to Proposers to be Adhered to in the Composition and Provision of the Technical Written Proposal.....	440
(8.3)	Detailed Instructions to Proposers to be Adhered to in the Composition and Provision Of the Technical Written Proposal: Response to the Scope of Services and Provision of Documentation.....	441
(8.4)	Detailed Instructions to Proposers to be Adhered to in the Composition and Provision of the Technical Written Proposal: Response to Response Forms and Questionnaires.....	444
(8.5)	Important Notes.....	445
(8.5.0)	Comparative Evaluation Criteria.....	445
(8.5.1)	Performance Orientation.....	445
(8.5.2)	Incomplete Discussion of Scope of Service Requirements or Failure to Furnish Required Information.....	446
(8.5.3)	Repeating of RFP Wording.....	446
(8.5.4)	Credibility.....	446
(8.5.5)	Recognition of Hybrid PVPMISS Environments.....	446
(8.5.6)	Not a Systems Development RFP.....	447
(8.5.7)	Alternatives.....	448
(8.5.8)	Exceptions to RFP.....	448
(9.0)	<u>INSTRUCTIONS FOR THE COMPOSITION OF THE PRICE PROPOSAL AND INFORMATION RELATING TO THE EVALUATION THEREOF</u>	449
(9.1)	Introduction.....	451
(9.2)	'Comprehensive Per Ticket Price' to be Based Upon a Maximum of Three (3) Contract Years.....	451
(9.3)	Uniform Price Evaluation Format.....	451

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(9.4)	Proposers' Examination of the RFP and Responsibility of Proposers to Calculate Their Prices.....	451
(9.5)	Prices That are to be Evaluated on a Fixed Ticket Issuance Level of 1.7 Million Tickets.....	452
(9.5.0)	Price Quote for the "Comprehensive Per Ticket Price"	452
(9.6)	Section Left Blank Intentionally	453
(9.7)	Note to Proposers Regarding the Two Different Volume Categories-of Prices.....	453
(9.8)	Singular (Base Contract Year) Price Quotes for All Price Items to be Automatically Adjusted Annually via the CPI.....	453
(9.9)	Section Left Blank Intentionally.....	453
(9.10)	Summary Evaluation Methodology for all Prices Considering Three Full Contract Years.....	454
(9.11)	Definition and Overview of Price Categories.....	454
(9.11.0)	Introduction.....	454
(9.11.1)	Definition and Overview of Comprehensive Per Ticket Price.....	454
(9.11.1.0)	'Comprehensive Per Ticket Price' Note: All Systems and Services to be Included in the Stated Price.....	457
(9.11.1.1)	'Comprehensive Per Ticket Price' Note: Reimbursable MA RMV Costs.....	457
(9.11.1.2)	'Comprehensive Per Ticket Price' Note: Banking Services Costs.....	458
(9.11.1.3)	'Comprehensive Per Ticket Price' Note: Postage Costs	458
(9.11.1.4)	'Comprehensive Per Ticket Price' Note: Secondary Collections.....	458
(9.11.2)	Section Left Blank Intentionally.....	458
(9.11.3)	Section Left Blank Intentionally.....	458
(9.12)	Note Regarding the Same Subcontractor Different Proposals.....	458
(9.13)	Instructions to Proposers Regarding the Completion of the Price Forms, i.e., the 'Price Proposal'.....	459

<u>SECTION</u>	<u>TITLE</u>	<u>PAGE</u>
(10.0)	<u>SUBMISSION OF THE COMPLETE PROPOSAL</u>	465
(10.1)	Introduction.....	467
(10.2)	Number of Proposal Copies to be Submitted.....	467
(10.3)	Requirements of Format.....	467
(10.4)	Proposal Format.....	467
(10.5)	Time and Date for Receipt of Proposals.....	469
(10.6)	Address to Which Proposals are to be Delivered.....	469
(10.7)	Packaging of Proposals.....	469
(10.8)	Mandatory Separation of Price and Non-Price Proposals.....	469
(11.0)	<u>CONTRACT TERMS AND CONDITIONS</u>	471
	<u>Introduction</u>	473
	I: Request for Proposals (RFP) for the Provision and Operation of a Parking Violation/Parking Management Information Services System (PVPMISS).....	475
	II: The Contractor's Proposal for 'The Provision and Operation of a Parking Violation/Parking Management Information Services System (PVPMISS)'.....	477
	III: Collection of Delinquent (Secondary) Parking Ticket Accounts.....	479
	IV: Schedule of Fees.....	483
	V: City of Boston Standard Contract Terms and Conditions.....	485
	VI: Additional Contract Terms and Conditions.....	487
	A. PARTIES TO/EXTENT OF AGREEMENT.....	487
	B. EFFECTIVENESS OF AGREEMENT.....	489

<u>TITLE</u>	<u>PAGE</u>
C. TERM OF AGREEMENT.....	489
D. PAYMENT.....	489
E. TERMINATION.....	491
F. FORCE MAJEURE AND IMPOSSIBILITY OF PERFORMANCE.....	493
G. OWNERSHIP OF INFORMATION.....	494
H. CONFIDENTIALITY OF INFORMATION - CONFIDENTIALITY.....	494
I. SECURITY.....	496
J. PERFORMANCE REVIEW.....	496
K. WITHHOLDING OF FEES.....	497
L. LIQUIDATED DAMAGES.....	497
M. PERFORMANCE BOND.....	498
N. INSPECTION, MONITORING, AND EVALUATION.....	498
O. CONFLICT OF INTEREST.....	498
P. ANTI-BOYCOTT COVENANT.....	499
Q. NONDISCRIMINATION IN EMPLOYMENT AND AFFIRMATIVE ACTION.....	499
R. ASSIGNMENT.....	500
S. GOVERNING LAW.....	500
T. NOTICES TO PARTIES.....	500
U. DESIGNATED REPRESENTATIVE.....	501
V. RELEASE OF CITY ON FINAL PAYMENT.....	501
W. LETTER OF AWARD.....	501
X. LIABILITY AND INSURANCE.....	501
Y. REFUSAL OF INDIVIDUAL.....	502
Z. ENTIRE AGREEMENT.....	503

	<u>TITLE</u>	<u>PAGE</u>
	VII: SIGNATORY PAGE.....	505
	<u>COPIES OF THE CITY OF BOSTON STANDARD CONTRACT DOCUMENTS</u>	507-522
	<u>NOTIFICATION TO BE INCLUDED ON THE RFP INQUIRIES AND ANSWERS MAILING LIST LOG SHEET</u>	523-524
	<u>COPIES OF PROPOSAL FORMS AND QUESTIONNAIRES</u>	525
Form A:	Minimum Evaluation Criteria Response Form	
Form #1:	5 Large Scale, Full Service Clients For Primary Parking Ticket Processing That Are Most Similar And Comparable To Boston: Summary Data	
Form #2:	Additional 10 PVPMISS Clients For Primary Ticket Processing	
Form #3:	5 Large Scale, Full Service Clients For Primary Parking Ticket Processing That Are Most Similar And Comparable To Boston: Scope of Services Overview	
Form #4:	Proposer PVPMISS Experience Form	
Form #5:	PVPMISS Employee Background Form	
Form #6:	Motor Vehicle Agency Interface Experience Form	
Form #7:	PVPMISS Proposer Overview Form	
Form #8:	PVPMISS Personnel Matrix Form	
Form #9:	Data Center Hardware and Technical Environment	
Form #10	Hand-Held Ticket Writing Devices	

SECTION 0.0

ADVERTISEMENT

REQUEST FOR PROPOSALS
FOR
THE PROVISION AND OPERATION OF A
PARKING VIOLATION / PARKING MANAGEMENT
INFORMATION SERVICES SYSTEM (PVPMISS)

CITY OF BOSTON
BOSTON TRANSPORTATION DEPARTMENT
OFFICE OF THE PARKING CLERK DIVISION

DECEMBER 21, 2009

NOTICE TO PROPOSERS

CITY OF BOSTON

TRANSPORTATION DEPARTMENT

(OFFICE OF THE PARKING CLERK DIVISION)

**REQUEST FOR PROPOSALS FOR THE
PROVISION AND OPERATION OF A
PARKING VIOLATION/PARKING MANAGEMENT
INFORMATION SERVICES SYSTEM (PVPMISS)**

The City of Boston (City), acting by and through its Transportation Commissioner and Parking Clerk (the Official), invites proposals for the provision and operation of a PARKING VIOLATION/PARKING MANAGEMENT INFORMATION SERVICES SYSTEM (PVPMISS). The PVPMISS is a large volume, highly complex computer-based operation which integrates and supports numerous elements relative to the processing and adjudication of parking violation tickets. The provision and operation of a PVPMISS will require a single-point-of-responsibility for such services and is fully described in the Request for Proposals documents (RFP documents) that will be available at the Boston Transportation Department/Office of the Parking Clerk, Room 224, City Hall, Boston, Massachusetts 02201, from on or after Monday, December 21, 2009, to Wednesday, January 27, 2010. A charge of twenty-five dollars (\$25) payable by check or money order to the City of Boston shall be required to cover the cost of the RFP documents.

A proposers' conference will be held on Wednesday, January 27, 2010 at 10:00 A.M., Boston time, in Room 900 (the Boston Redevelopment Authority Board Room) Boston City Hall, 9th Floor. ATTENDANCE AT THE PROPOSERS' CONFERENCE IS MANDATORY. Failure of a proposer to appear at the proposers' conference will disqualify the proposer from submitting a proposal.

All proposals shall be submitted in strict conformance with the instructions contained in the RFP documents. The response to this Request for Proposals shall consist of the original signed and five (5) copies of the technical (non-price) proposal, the original separate and sealed price proposal, and one sealed copy of the price proposal, and shall be delivered no later than Wednesday, February 17, 2010, at 12 o'clock noon (Boston time) to the Boston Transportation Department/Office of the Parking Clerk, Room 224, City Hall, Boston, Massachusetts 02201.

FAILURE TO SUBMIT SEPARATE SEALED PRICE AND NON-PRICE PROPOSALS SHALL RESULT IN DISQUALIFICATION OF THE ENTIRE PROPOSAL.

A proposal deposit in the form of a certified check drawn on, or a treasurer's or cashier's check issued by, a responsible bank or trust company and made payable to the City of Boston, or a proposal bond issued by a surety company authorized to do business in the Commonwealth of Massachusetts and satisfactory to the Official shall be submitted with the original technical (non-price) proposal. The amount of such check or the penal sum of such bond shall be in the sum of twenty-five thousand dollars (\$25,000).

To guarantee the faithful performance of any contract entered into pursuant to the RFP, the successful proposer will be required to provide a performance bond in the sum of one million dollars (\$1,000,000) from a surety company authorized to do business in the Commonwealth of Massachusetts and satisfactory to the Official.

The award of a contract under this Request for Proposals shall be based upon a determination of the most advantageous proposal from a responsible and responsive offeror taking into consideration price and the evaluation criteria set forth in the proposal documents.

The Request for Proposals shall be for a maximum term of three (3) years, as follows: an initial term of twelve (12) months, commencing July 1, 2010, and ending June 30, 2011, with options on the part of the Official to renew for two (2) successive twelve (12) month periods ending on June 30, 2013.

The initial award and subsequent renewal of any contract shall be subject to the approval of the Mayor of Boston.

The City reserves the right to accept or reject any or all proposals or any part or parts thereof; to waive any defects, informalities and minor irregularities; and to award the contract as the City deems to be in its best interest. The maximum time for proposal acceptance by the City is ninety (90) days after the above-mentioned date specified for receipt of proposals.

City of Boston
Transportation Department
Office of the Parking Clerk Division
Thomas J. Tinlin
Commissioner/Parking Clerk,
Room 224
Boston City Hall
Boston, MA 02201

SECTION 1.0

PURPOSE AND OBJECTIVES OF THE REQUEST FOR PROPOSALS (RFP)

SECTION 1.0

PURPOSE AND OBJECTIVES OF THE REQUEST FOR PROPOSALS (RFP)

The City of Boston Transportation Department (BTD) has instituted a comprehensive and integrated approach to transportation and parking management. The purpose of this Request For Proposals is to obtain submittals from qualified proposers for the provision and operation, in accordance with the City's specifications and requirements, of an automated Parking Violation/Parking Management Information Services System (PVPMISS) and the provision of on-going services.

It is the intent of the City of Boston to have various functions and activities associated with parking violation ticket record-keeping, processing, adjudication, collection and non-response (causing a ticket collection activity), and related parking enforcement and management functions and activities, **extensively integrated into a unified, sophisticated, comprehensive, highly functional, user-oriented, turnkey system that will operate in a production environment on July 1, 2010.** The provision of a proven, established, successful, efficient, effective, and comprehensive PVPMISS is critical to the City's ability to fulfill its transportation and parking management objectives.

The PVPMISS proposed must fully support numerous functions and activities which are set forth in this RFP and generally include: parking violation ticket processing, registrant data acquisition, public inquiry response and processing, adjudication, collections, numerous related transportation and on-street parking management activities, accounting/financial processing and record-keeping requirements associated with an operation of this complexity and size, audit trails, edits and controls on all activities and transactions, management reporting, and management services. This PVPMISS must also be able to fully support improvements and expansions in these areas.

The PVPMISS must have a high degree of flexibility to accommodate major system modifications and enhancements, in particular, the addition of new data elements, new on-line inquiry capabilities, and new on-line and batch processing capabilities.

The selected PVPMISS proposer must be able to provide technical assistance and the necessary resources to expand and enhance existing systems and operations and develop and implement new activities and programs.

The effective and efficient management and operation of the BTD is essential to the City and directly impacts the quality of life in Boston. A cornerstone to the fulfillment of many of the BTD's parking management responsibilities, which includes the maximization of responsiveness to the public and various traffic and parking constituents, is a highly efficient and effective PVPMISS with optimal functionality and utility. The PVPMISS has a direct and significant impact on the efficiency, effectiveness and capabilities of the public inquiry, information processing, adjudication and enforcement/collection efforts of the City as they relate to parking enforcement and management.

Further, proposers' capabilities relative to obtaining, processing and using data and information (particularly registrant data and information) will have a significant impact on revenues and costs and could have a negative effect on the integrity of the City's PVPMISS. The lack of data, the application of incorrect data, the ineffective or inefficient processing of data, the inability to thoroughly validate data or the lack of adequate quality control to detect problems, all serve to adversely impact enforcement/collections and in many cases increase the costs related to handling and adjudicating inquiries and disputes.

An important objective of the City is to deter illegal parking via the collection of parking violation and related parking management fines, penalties and other charges that are legitimately due the City. The amount of PVPMISS related funds which eventually are netted by the City will be determined in large part by: a) the efficiency and effectiveness of the PVPMISS Vendor's data processing operations relative to enforcement/collection efforts; b) the cost of the PVPMISS Vendor's services in actual charges; and c) the costs for operations, adjudication, oversight, etc., in terms such as staffing requirements to maintain service levels.

A comprehensive and complete PVPMISS is expected to provide extremely high levels of data accuracy and integrity; to maintain extremely high levels of system and operational efficiency, effectiveness and integrity; and to maximize the availability of, and the effective and correct processing and use of data for the purposes of public inquiry, dispute resolution and adjudication, and collections. Proposers should not underestimate the importance of customer service capabilities of the PVPMISS.

A proposer's ability to fully demonstrate and substantiate that it can provide a proven and established turnkey PVPMISS -- **and its ability to demonstrate and substantiate successful past performance with results comparable to Boston's existing performance levels in PVPMISS installations that are similar and comparable to Boston's PVPMISS and with systems and services that are similar and comparable to those required in this RFP** -- is of major importance to the City.

Essentially, the PVPMISS must deliver an extremely high level of quality systems and services. The PVPMISS, as noted, is an important and integral part of the City's total transportation and parking management program.

The City currently utilizes the services of an outside vendor under contract for the major portion of its PVPMISS data processing requirements. Through the contract that is awarded pursuant to this RFP, the City seeks to expand the capabilities of the existing parking ticket/parking management processing and information system.

The contract that is to be awarded pursuant to this RFP will be for a maximum term of three (3) years, as follows: an initial term of twelve months, commencing on July 1, 2010, and ending on June 30, 2011, with options on the part of the City to renew at the end of each fiscal year, for a maximum of two (2) additional (and consecutive) twelve month periods ending on June 30, 2013. The contract awarded pursuant to this RFP shall be subject to: the approval of the Mayor of Boston in each fiscal year, the availability of an appropriation in each fiscal year, and the reasonable investigation of costs and benefits for each fiscal year so as to determine that the exercise of any option to renew is more advantageous than alternative means of procuring these PVPMISS services.

Responses to this RFP must be prepared exactly in accordance with the requirements contained therein. Evaluation of the responses will be made by the Parking Clerk and/or his designee(s).

Selection of a Vendor (i.e., Contractor) will be based upon an evaluation and analysis of the information and other materials presented as required under the RFP. Additionally, the City may require presentations, demonstrations and/or conduct reviews of other operational sites and references.

Evaluation criteria which will be utilized by the City to determine the most advantageous proposal are set forth in this RFP.

SECTION 2.0

BACKGROUND AND OVERVIEW OF THE BTD AND PVPMISS

SECTION 2.0

BACKGROUND AND OVERVIEW OF THE BTD AND PVPMISS

(2.1) Brief Historical Note

During the 1970's and early 1980's the issuance of parking violations, due to inadequate and ineffective enforcement/collection methods and efforts, was not a meaningful instrument in improving public safety, enhancing traffic flow, increasing the availability of on-street parking spaces, and generally deterring illegal parking. Moreover, the data processing system was extremely inadequate in terms of supporting the public responsiveness needs of a parking violation processing system.

In January 1982, the City assumed exclusive responsibility for the parking violation system. Since then, continuous, significant enhancements and modifications have been made to parking violation related systems and operations.

(2.2) Overview and Importance of the BTD and PVPMISS

The Boston Transportation Department (BTD) is responsible for the planning and management of short-term and long-term traffic and parking needs within the City of Boston. As part of these responsibilities, the BTD is responsible for the oversight, administration, utilization and (where applicable) operation of the City of Boston's Parking Violation/ Parking Management Information Services System (PVPMISS). The Office of the Parking Clerk (BTD/OPC) division of the BTD serves as the primary agent for the department in this regard, as well as for the issuance and evaluation of this RFP.

The scope and magnitude of the BTD's areas of responsibility are considerable. The functions of the BTD's various divisions as they relate to this RFP are summarized on the following pages.

The demand for BTD services from resident, commercial and other constituents is extremely high. The BTD's mission to maintain and enhance the quality of life in Boston is exemplified by the following sample of facts and duties:

- * As a 'basic service department' the BTD monitors and regulates traffic and parking uses for roadways and streets. The regulation and management duties of these roadways are numerous and vital and encompass public safety issues, traffic signals and signs, intersection flow, crosswalks, construction management and many other duties.

- * The City faces many transportation policy, planning and construction issues, such as the Third Harbor Crossing (Tunnel) and the depression of the Central Artery.
- * A federally mandated Parking Freeze constrains the City with a parking space capacity-to-demand ratio of approximately 1:3.

The above, and many other compelling facts and responsibilities, clearly demonstrates that the effective and efficient management and operation of the BTM is essential to the City and directly impacts the quality of life in Boston. The provision and operation of an efficient and effective PVPMISS contributes greatly towards this goal.

Over the past decade, the Parking Violations System (PVS) has evolved into the more comprehensive PVPMISS and has been fully integrated into the City's transportation and parking management program. This system includes the primary parking violation processing system, correspondence imaging system, subsystems and elements as well as important related parking management components such as the Meter Management System and the On-Line Claims Processing System.

It is very important for proposers to understand that the City-wide goals of the PVPMISS include improved traffic flow, public safety, and increasing the availability of on-street parking spaces in a manner consistent with transportation and parking management objectives. It is also important that the proposers recognize that responsiveness to the public is a primary goal.

The current Parking Violation Parking Management Information Services System (PVPMISS) is a large volume; highly complex advanced computer-based operation involving a major data processing system and numerous manual and automated subsystems, elements and functions. The operation involves numerous interfaces and coordination among and between internal and external entities. The processing, adjudication, collection and final disposition of parking violations is inherently complex. The data environment is also complex and the events are numerous and permutational.

The PVPMISS integrates and supports every facet of parking ticket and related parking management elements from ticket procurement through ticket and related activity processing to final disposition. Essentially, the PVPMISS is characterized by its hybrid nature and singularity in relation to other automated record-keeping/transaction systems.

Approximately 1.6 to 1.7 million tickets are issued within the City on an annual basis. Approximately 60 million dollars annually are collected from all PVPMISS sources (i.e. ticket payments, boot and tow charges, violation tow fees, storage fees, lease/ rental/taxi surcharge payments, abandoned vehicle payments, and dishonored [bounced] check fees). Roughly twenty percent of the parking ticket collections are derived from tickets issued prior to the current fiscal year. As of June 1, 2009, there were approximately 2 million tickets on the current PVPMISS on-line system.

(2.3) Enforcement/Collection Remedies

The City utilizes a number of enforcement/collection remedies to attain compliance with its Traffic and Parking Rules and Regulations. It should be noted that the success of these enforcement/collection remedies are to a very large extent dependent upon our ability to obtain and be able to effectively process accurate and timely registrant data from the Massachusetts Registry of Motor Vehicles.

1. The Parking Ticket:

Parking tickets are affixed to vehicles parked illegally on City of Boston streets. The actual parking ticket reflects the specific violation and the corresponding fine amount (fine amounts range from \$15.00 to \$120.00). The parking tickets are issued by approximately sixteen (16) different agencies. Parking ticket data, information and transactions are updated and maintained on the PVPMISS. The accurate and timely processing of the parking tickets and related transactions and activities is a critical and essential element of the PVPMISS.

2. Delinquency Notices:

A variety of standard notices are mailed to both Massachusetts and Out-of-State registrants. Specific criteria are developed for each of the notices. The City's data processing vendor generates these notices. The delinquency notices reflect the original fine amount, late penalties of \$5.00 to \$40.00 (depending on the violation) that have been assessed due to non-payment of the fine amount within twenty-three (23) days, and non-renewal penalties of \$20.00 per ticket. All information relating to these notices is recorded and reflected in the PVPMISS. This program is a major component of the PVPMISS. Moreover, it should be noted and recognized that the success of this program is very dependent upon the selected proposer's capability to obtain accurate, timely, and usable registrant data from the Massachusetts Registry of Motor Vehicles and the motor vehicle bureaus of other states.

3. Seizure/Booting and Towing:

The vehicles of violators who have five (5) or more outstanding tickets are eligible for seizure/booting and towing. Once a vehicle is seized under this program, a registrant is responsible for paying all outstanding tickets, a \$56.00 seizure fee, and a \$3.00 per hour (to a maximum of \$15.00 per day) storage fee. This program is a major component of the PVPMISS.

4. Non-Renewal of Driver's License and Registration:

Tickets that are more than 105 days old and still remain unpaid are sent to the Registry of Motor Vehicles for non-renewal of the registered owner's driver's license and registration. A \$20.00 per ticket surcharge is assessed. The surcharge is collected by the City but deducted from the City's state aid funds by the State Treasurer. Accurate, effective, and timely processing of parking ticket data and information to the Massachusetts Registry of Motor Vehicles is critical to this program's success. This program is a major component of the PVPMISS.

5. Special Collections:

Certain groups of violators or populations of tickets are targeted for unique collection activities.

A. Lease, Rental and Taxi Vehicles:

1. Lessee Identification and Noticing Program:

The City designed its own unique noticing system specifically oriented to rental and leasing companies and the actual renter/lessee. The system operates on the Vendor's mainframe. All payments received through this program are processed through the PVPMISS. The PVPMISS must be able to accommodate this important program.

2. Rental, Lease, and Taxi Vehicle Surcharge:

The City receives a \$.60 surcharge per each rental, lease and taxi vehicle contract transaction that occurs in the City of Boston. The surcharge amount may increase. All payments are directly processed through an on-line PVPMISS terminal as part of the Fleet Vehicle System and are tracked separately in the PVPMISS. This is a major program of the PVPMISS.

B. Fleet (Multi Owner) Vehicle:

The City utilizes a specialized vendor-provided system and program for companies with both small and large fleets of vehicles. A considerable number of companies have agreed to participate in the program and pay their outstanding tickets on a monthly basis. The City receives computer tapes and/or reports from the PVPMISS vendor and distributes these to the participating companies. This is a major program of the PVPMISS.

C. Seizure Identification System File:

The City has established a program to target certain groups of scofflaws and populations of delinquent tickets. The PVPMISS vendor provides the Office of the Parking Clerk with most of the names and addresses of out-of-state registrants whose vehicles will appear in the City's Boot Eligible File / Book. In some cases the BTDO/OPC will send letters generated from a word processing system to the out-of-state Registry of Motor Vehicles who in return provide the BTDO/OPC with the names and addresses of the registrants. Once the name and address is obtained, the Vendor's mainframe computer will generate a letter style notice to the individual responsible for the vehicle.

D. Resident Parking Permit Releases:

The City has instituted Resident Permit Parking Programs in a number of neighborhoods. Residents are able to obtain a parking permit at no cost. However, the residents are required to pay or dispute outstanding parking tickets before being issued a parking permit. The City utilizes a vendor-provided system for the administration of this program including the issuance of new and renewed permits.

6. Backlog Collections:

The City has in the past turned over old tickets for secondary collection to the PVPMISS vendor. The PVPMISS vendor currently does not receive any fee if the payment made on a ticket is the result of a boot or tow seizure or the ticket is in non-renewal status in accordance with the City's Backlog Collections criteria. An important feature of the PVPMISS is a ticket payment tracking and billing system to identify the cause of each ticket payment in the backlog population.

7. Violation Tow Program:

The City, in an effort to improve traffic flow and achieve critical parking management objectives, tows vehicles that are in violation of certain regulations (e.g., No Stopping and Standing). The registrants of vehicles that have been towed are required to pay a \$90.00 violation tow fee and a \$3.00 per hour (to a maximum of \$15.00 per day) storage charge. As the result of recently enacted or pending legislation, the violation tow fee and storage charge amounts may increase. This violation tow element is an important feature of the PVPMISS.

8. Abandoned Vehicle Program:

The Abandoned Vehicle Program helps reduce the number of vehicles left on City streets to be disposed of at the City's expense. The legislation that helped create this program imposes a fine of \$250-\$500 for abandoning a vehicle. The Office of the Parking Clerk is responsible for collecting the fines and conducting the associated adjudication procedures. Since the law's inception, the BTDO/OPC has sent notices, via the Vendor, to the owners of cars that have been abandoned and towed. Revenue collected for Fiscal Year 2009 was approximately \$245,132.

9. Auctioned Vehicles:

On a routine basis the Boston Police Department auctions unclaimed vehicles from the City's Tow Lot. (The funds are deposited by the Police Department into a City account and thus are not reflected in the Parking Violations System account.)

(2.4) Inquiries and Disputes:

The BTDO/OPC receives phone, walk-in, and mail inquiries or disputes concerning more than ten (10) percent of the tickets issued during a year. A comprehensive information system is utilized in conjunction with a comprehensive administrative review process and hearings to respond to inquiries and resolve disputes. The comprehensiveness, the accuracy and the integrity of the data and information in the PVPMISS in combination with the ability and ease of staff to access and use the data and information has a direct bearing on the City's ability to utilize enforcement and collection programs to achieve compliance with its traffic and parking regulations and attain its transportation goals.

The PVPMISS plays an important role relative to the BTDO/OPC's ability to adequately and appropriately respond to and resolve public inquiries and disputes. The BTDO/OPC has insisted and will continue to insist that more elements and features be provided that will enhance and expand the current level of responsiveness. The selected PVPMISS proposer is expected to fully provide the technical assistance, systems development capability and the necessary resources to enable BTDO/OPC to carry out its important public inquiry and adjudication mission.

Examples of public inquiry activity for Fiscal Year 2009 are provided below:

o Counter Activity.....	22,139
o Phone Activity	419,016
o Correspondence Received.....	90,348
o Hearings Held.....	13,036
o Resident Parking Walk-in Inquiries..	35,978

(2.5) Major Organizations Involved in Current Operations:

A brief description of the activities of BTD/OPC units and other organizations relative to the PVPMISS is provided below:

(2.5.1) OPC Division Organizational Units

1. Public Inquiry Unit:

This OPC unit primarily reviews, researches and classifies requests related to ticket disputes, completes the necessary forms and transactions and data enters the information. The data entry component of this unit also performs the data entry tasks for the review, research and classification work done by walk-in and phone bank staff.

A. Correspondence:

The Correspondence staff performs the scheduling of hearings, the disposition of the hearings and the updating of previous requests. This unit is involved in the research, documentation and preparation of refund requests as well as a filing system for all refund forms and answering questions related to refund inquiries. On-Line access of third party databases are used by this unit for research and verification purposes and are also utilized by all other OPC units. The databases include: the meter management system, the resident permit database and the MA Registry of Motor Vehicles (UMS). This unit also maintains a record keeping system that allows all OPC staff to track and locate important source documents filed both in-office (microfiche, microfilm) and off-site.

B. Telephone and Walk-In Inquiries:

This unit is essentially involved in the resolution of walk-in and phone inquiries. Walk-in claims involve reviewing and classifying the ticket request and completing the appropriate form for data entry. Also included in these walk-in claims are special requests/problems such as: walk-in hearings, resident sticker clearances, administrative boot releases, non-renewal clearances, etc. Phone inquiries involve answering questions concerning tickets, booting, towing, office policies and procedures, state law, etc., and advising the caller of the course of action to take to resolve the dispute and often mailing out information to callers. This also includes responding to and researching inquiries and disputes involving non-renewal action and provides renewal releases.

C. Resident Parking Permit Issuance:

This unit issues and renews resident parking permits according to established BTD/OPC policies and procedures. This includes requirements pertaining to automobile registrations, proof of residency and overdue parking violations. This staff is involved in the research and resolution of constituent disputes relative to the issuance of resident parking permits. This unit must maintain records of permits for OPC staff research. The on-line record keeping system for RPP data is maintained in conjunction with the vendor's PVPMISS for over 220,000 resident permit records. This includes periodic system reorganization, purges and transfer of records to an audit file. The Resident Parking Permit Unit also generates renewal notices to all valid permit holders on a monthly basis, which allows recipients to renew through the mail or in-person. Once the applications are received it is necessary for the staff to review, make a disposition and classify all applications. Periodically an audit is conducted with the RMV of all valid permit holders. This procedure serves as a security measure to ensure that all vehicles issued permits are registered in the City of Boston.

2. Lease/Taxi and Fleet Collections and Cashiering:

A. Lease/Taxi and Fleet Collections:

This unit is involved in the operation and oversight of the Lease/Taxi Vehicle and Fleet Vehicle System. The operation of the Lease Vehicle Program involves lessee/lessor identification and correspondence, which includes reviewing correspondence received daily; recording name/address (lessee) information; completing appropriate forms for data entry through the Lease Vehicle System. The Fleet Program sends a monthly report of outstanding violations issued to participating companies, thereby alleviating the need to send parking ticket notices. A unit liaison is involved in answering questions from lessees, leasing and taxi companies and fleets concerning ticket disputes, the law governing lease vehicles, registry releases, hackney renewals and booted vehicles. Additional functions include data entry of lease/fleet information and the scheduling of lessee hearings; lessee payment tracking; on-line cashiering which includes the processing of checks received at the OPC office primarily from fleet and lease/rental companies; and serves as liaison to Freedom Trail payment services. This unit's responsibilities also include the processing of general correspondence, correspondence involving non-renewal and resident parking requests, boot and non-renewal payments; and the payment processing and tracking of lease/rental/taxi surcharge transaction.

B. Cashiering:

The Cashiering Unit collects parking ticket, boot and tow, abandoned vehicle and storage payments. The cashiers operate three (3) of the real time on-line cashiering workstations. They also issue Registry Release forms and transmit boot and tow releases electronically through the on-line cashiering workstations. Payments entered into this system are reflected immediately on the PVPMISS on-line computer system utilized by OPC. This unit is also responsible for balancing Daily Summary totals as well as, cash, checks, credit card and debit card payments for OPC and the Tow Lot to be submitted to the Treasury for deposit. The methods of payment accepted are: cash, credit card (VISA, MASTERCARD) debit card, personal check and money order. We may also require the ability to accept payment by American Express and Discover credit cards.

3. Hearings and Adjudication:

This unit schedules and conducts hearings for the adjudication of disputed parking tickets and abandoned vehicle tickets. This involves the coordinating of hearing officers with individuals waiting to have walk-in or pre-scheduled hearings; insuring that hearings are conducted efficiently and fairly; and answering questions concerning hearing procedures. Other duties involve the development of an automatic hearing schedule plan based on appearance rate for different types of requests and different populations of registrants; the preparation of hearing rooms and computer based record keeping systems; the preparation of dispositions, documents and transcripts for representation of the City for appeals in Superior Court. The maintenance of hearing manuals and the law library is a responsibility of this unit, which provides Hearing Officers with information on applicable policies, practices, procedures, ordinances, regulations and statutes relating to hearing issues. Adjudication records are maintained by this unit, which involves the overseeing of a record-keeping system that allows all OPC staff to track and locate important hearing documents.

4. Quality Assurance Systems Development and Contract Administration:

This unit is primarily involved in the development and design of all PVPMISS related activity and serves as the primary liaison to the vendor. This includes oversight and approval of all vendor PVPMISS design efforts. This unit monitors system and vendor performance via a comprehensive quality assurance system. This unit also serves as the central coordinating body for cross-divisional and division wide system and program design, development and implementation. This unit is responsible for the review and approval of all user Requirements, Documents, System Design Documents and System Specification Documents. This unit is responsible for all revenue analysis, tracking, and the reconciliation of all accounts. This unit is responsible for the design and development of a comprehensive workload tracking system. Also included in this unit's responsibilities is the preparation, coordination and distribution of PVPMISS related Requests for Proposals.

5. Planning and Technical Development

This unit is primarily involved in systems and program design, development and implementation, as well as providing technical support for the Divisions Local Area Network (LAN) and Wide Area Network (WAN). This includes developing, designing and implementing systems and programs in such areas as; voice response system applications, dispute resolution, ticket processing, payment processing, booting/release and noticing. Other functions include formal and informal staff training and coordinating projects that deal with improvements or enhancements to the current operating systems. This unit also coordinates special collection efforts, the Government Vehicle Program, Nixie analysis, and acts as liaison to all other parking ticket issuing agencies. The Planning unit is responsible for printing, warehousing, ordering and the periodic redesign of the parking ticket and notices. This unit also is involved with the design, development and revision of BTD/OPC staff manuals to inform employees of new procedures and policies relative to the PVPMISS. Also included in this unit's responsibilities is the development of annual programmatic goals and objectives, a related monthly monitoring effort that documents progress towards achieving the goals and objectives.

(2.5.2) Other BTD Divisions Most Directly Involved with the PVPMISS

The Enforcement Division (200 Frontage Road, South Boston) is responsible for parking violation issuance, violation towing, parking violation booting and towing, abandoned vehicle towing, vehicle disposition and other parking enforcement/management activities. Staff in this unit are also responsible for processing payments through two of the real time on-line cashiering workstations.

Note: Other City, and non-City, agencies also issue parking violations. The percentage break down of tickets issued are as follows:

- The Transportation Department (Enforcement Division) presently issues approximately 93% of all parking tickets;
- The Boston Police Department issues approximately 6%, and;
- The remaining 1% are issued by ten to fourteen other agencies.

The Operations Division (112 Southamptn Street, Boston) is responsible for signals, sign and meter operations and maintenance. The Meter Unit must also maintain and update the Meter Management System for all reported meter outages and repairs. Both the Meter and Sign units perform verifications to assist OPC in resolving parking ticket disputes. The Meter Unit performs verifications to determine the operational status on meters with no recent repair/outage updates, and the Sign Unit performs verifications relative to the type, location and installation status of signs.

The Traffic Management Division (Room 721, Boston City Hall) is responsible for a myriad of activities relating to: traffic and parking rules and regulations (signals, signage, one ways, peak hours, traffic counts, time delay/turnover, pavement and crosswalk, markings, snow emergencies, accident research), intergovernmental operations coordination (Public Improvement Commission/Engineering, Department of Public Works coordination including street reconstruction, street cleaning and snow emergencies), and construction/street management (street occupancy, parade, etc., permits, inspection and monitoring, project acceptance).

(2.5.3) External Agencies

Massachusetts Registry of Motor Vehicles (RMV) -- This agency is critical to the PVPMISS in the violator identification process. The PVPMISS Vendor obtains from the RMV names and addresses of the registered owners of the plates to which parking tickets were issued. The RMV is also an essential participant in the license/registration non-renewal program.

Out of State Registry of Motor Vehicles (RMVs) -- These agencies are critical to the PVPMISS in the violator identification process. The PVPMISS Vendor obtains from the RMVs names and addresses of the registered owners of the plates to which parking tickets were issued.

SECTION 3.0

PROPOSAL INFORMATION AND CONDITIONS

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PROPOSAL INFORMATION AND CONDITIONS

This section outlines general conditions and provides information under which the proposal shall be made.

(3.1) Term and Scope of Contract

The contract entered into pursuant to this RFP shall be for an initial term of twelve (12) months, commencing July 1, 2010, and ending June 30, 2011, with options on the part of the City to renew for two (2) successive twelve (12) month periods ending on June 30, 2013.

(3.2) Approval By Mayor and CPO (Designee) Required

Any contract awarded pursuant to this RFP shall be subject to approval by the City's Transportation Commissioner / Parking Clerk and the Mayor.

(3.3) Subject to Appropriation

Any contract awarded pursuant to this RFP shall be subject to the availability of an appropriation in each fiscal year of the contract.

(3.4) Renewal Subject to Investigation

The City shall not exercise its option for renewal for the contract entered into as a result of this RFP unless the BTDC Commissioner/Parking Clerk, after reasonable investigation of costs and benefits, has determined that the exercise of the option is more advantageous than alternative means of procuring comparable services.

(3.5) Applicable Laws

This Request for Proposals (RFP) and the evaluation of proposals received subsequent to the release of the RFP will be governed by applicable provisions of general and special laws and ordinances including, without limitation, Chapter 30B of the Massachusetts General Laws (Chapter 30B) and contract procurement provisions of the City of Boston Charter.

Proposers who wish to review the provisions of Chapter 30B can do so at the MA State House Library, at a law library, or consult with their legal counsel.

Manuals containing a discussion of Chapter 30B may be obtained from the State Library:

State Library
Room 304
State House
Boston, MA 02133 Phone (617) 727-2590

(3.6) General RFP Conditions

The City will award the contract entered into pursuant to this RFP to that responsible and responsive proposer whose proposal, conforming to this RFP, may be deemed by the City to be most advantageous and otherwise in the City's best interest, price and other factors considered.

This RFP does not commit the City to award a contract to any proposer. The City may cancel the RFP at any time until the proposals are opened. Once proposals have been opened, the City may reject all proposals or parts thereof at any time before an award is made. The City may cancel the RFP or reject the proposals or parts thereof if it determines that such action is in the City's best interest.

However, the City will state in writing the reason for any cancellation or rejection. The City reserves the right to waive any defects, informalities, and minor irregularities in the proposals received.

(3.7) Proposer's Examination of the RFP

Proposers shall examine and familiarize themselves with all information and materials contained in this RFP such as scope of services, conditions, evaluation methodology and criteria. These, and other pertinent requirements, are an integral part of this RFP. Ignorance of the conditions and requirements of this RFP will not be accepted as excusable under any circumstance. By filing a proposal the proposers do thereby represent, under the pains and penalties of perjury, that they have so informed themselves. Failure to do so shall be at the proposer's risk.

(3.8) Compliance With Proposal Submission Procedures

Each proposer must comply with all requirements of this RFP. Proposals which do not comply may be rejected immediately.

(3.9) Terminology

Terms used in this RFP are not intended to imply or denote a particular proposer and are not to be construed as restrictive in any way.

(3.10) Prior Information

Any information which may have been released either orally or in writing prior to the issuance of the RFP shall be deemed preliminary and binding upon neither the City nor the proposer.

(3.11) Awarding Authority/Evaluation Committee

This RFP is issued by the City of Boston's Transportation Department/Office of the Parking Clerk. An evaluation will be performed by an Evaluation Committee comprised of members of the Boston Transportation Department/Office of the Parking Clerk, who will have primary responsibility for reviewing and evaluating all non-price (technical) proposals submitted in response to the RFP, and shall make non-binding recommendations to the chief procurement officer designee for this RFP, who shall be Thomas J. Tinlin, Commissioner/Parking Clerk of the Transportation Department.

The designated Chairperson of the Evaluation Committee, and the person to whom all inquiries should be directed, is:

Gina Fiandaca
Director
Office of the Parking Clerk, Room 224
One City Hall Plaza
Boston, MA 02201
Telephone #: Voice (617) 635-4426; Fax (617) 635-4422

In the event the above named individual is not available, inquiries may be directed to:

Patrick McHugh
Office of the Parking Clerk, Room 224
One City Hall Plaza
Boston, MA 02201
Telephone #: Voice (617) 635-4251; Fax (617) 635-4422

A determination of the most advantageous proposal from a responsible and responsive proposer shall be made taking into consideration price and the evaluation criteria set forth in the RFP.

(3.12) Procedures for Opening and Evaluating the Price and Non-Price (Technical) Proposals

THE CITY OF BOSTON REQUIRES SEPARATE AND SEALED PRICE AND NON-PRICE (TECHNICAL) PROPOSALS.

The non-price (technical) proposals will be opened in closed session by the Commissioner/Parking Clerk of the Boston Transportation Department, or his designee, in the presence of one or more witnesses, following the appointed final date and time for submitting proposals. At the time of the opening, the City will prepare and make allowable for public inspection a register of proposals, which shall include the name of each proposer and the number of proposal modifications submitted by each proposer. The City will also record the names of the witness(es).

The price proposals may be opened by the City immediately after opening the technical (non-price) proposals or at a later time. However, the City will not disclose the price proposals to the evaluators until the latter have completed their technical (non-price) proposal evaluations. The separation of technical (non-price) and price proposals is an important element of the RFP process and proposers must fully comply with this requirement.

The contents of each proposal submitted will be kept confidential and not disclosed to competing proposers until the evaluation process is completed or until the time for acceptance specified in the RFP, whichever occurs first.

(3.13) Tentative Schedule of Events

The City plans to proceed with this procurement in a series of orderly steps. The tentative schedule that follows has been developed in order to provide adequate information for proposers to prepare definitive proposals and to permit the City to consider fully all of the various factors that may affect its decision. Proposers will be notified in writing of any changes.

<u>EVENT</u>	<u>DATE</u>
Release of Request for Proposals	Monday, December 21, 2009
Proposers Conference	Wednesday, January 27, 2010
Final Date and Time for Submitting Proposals	Wednesday, February 17, 2010 (by 12 Noon, EST)
Evaluation of Proposals	Wednesday, February 17, 2010 through Monday, April 5, 2010
Awarding Authority Decision	Monday, April 5, 2010
Notification to Proposers	Monday, April 12, 2010
Start of Contract	Sunday, July 1, 2010

(3.14) Awarding Authority Decision

While the City plans to proceed with this RFP in accordance with the above schedule, in no event will written notice of the award decision be given to the selected proposer later than ninety (90) days from the final date for submitting proposals. The time for acceptance, i.e., the awarding authority decision will be extended (beyond 90 days) only when all the proposers agree to the extension.

(3.15) Mandatory Proposers' Conference

A conference for prospective proposers will be held in the Boston Redevelopment Authority (BRA) Board Room (Room 900) on the ninth floor of the City Hall, One City Hall Square, Boston, at 10:00 A.M., Boston time, on Thursday, January 21, 2010.

Attendance at the proposers' conference is mandatory. Proposals from proposers who are not represented at the proposers' conference will not be considered.

Potential subcontractors and parties not wishing to be considered as a single-point-of-responsibility (potential) Prime Vendor are not required to attend the proposers' conference.

Answered questions deemed to materially affect the interpretation of the RFP, and questions not resolved at the proposers' conference, will be answered in writing and provided to each prospective proposer that has attended the Proposer's Conference.

(3.16) OPC Division Tour/Walk-Through

An optional guided tour/walk-through of the OPC division of the BTB will be conducted for prospective proposers (following the Proposers Conference) at 2:00 P.M., Boston time, on Thursday, January 21, 2010. The location of the tour/walk-through shall be:

Boston City Hall
One City Hall Plaza
Office of the Parking Clerk
Room 224
Boston, MA

(3.17) Inquiries

Prospective proposers may submit technical, contractual, or procedural questions concerning this RFP to the Chairperson of the Evaluation Committee at the address set forth in paragraph 3.11 above. These questions must be in writing. They may be mailed or delivered.

The Evaluation Committee will review and consolidate inquiries received before the deadline for inquiries set forth below. Should any questions and the corresponding answers be deemed to materially affect the interpretation of the RFP, copies of the questions and answers will be provided: (a) prior to the Proposers' Conference (if applicable) to each prospective proposer that has received a copy of the RFP documents from the City, and; (b) on any dates after the Proposers' Conference to each prospective proposer that attended the conference. All inquiries sent by fax must be sent between the hours of 9:00 AM and 4:00 PM, Boston time, Monday through Friday, excluding holidays.

No questions will be accepted after MONDAY, FEBRUARY 8, 2010, in order that equal information may be available to all proposers. Only written answers provided to proposers will be binding.

(3.18) Restrictions on Contact With City Personnel

From the date of release of this RFP and until a determination is made and announced regarding the selection of a vendor/contractor as a result of this RFP process, and for the selected proposer until a contract is signed, all contacts with personnel employed by or contracted, and/or associated with the City of Boston, Boston Transportation Department, Office of the Parking Clerk division, save and except those made pursuant to any pre-existing obligations, must be approved by the Chairperson of the Evaluation Committee. During the same period, no prospective vendor/contractor shall approach personnel employed by or contracted to the City of Boston or Boston Transportation Department concerning employment. Violations of these conditions will be considered sufficient cause by the City to reject a proposer's proposal and/or selection, irrespective of any other considerations.

For the purpose of assembling or collaborating on a proposal, contact with contractors or subcontractors who provide, directly or indirectly, any PVPMISS services under the current PVPMISS contract is allowed, and the approval of the Chairperson of the Evaluation Committee is not required.

In addition, proposers are advised that only the Evaluation Committee, meeting in its official capacity, can answer questions, clarify issues, or render any opinion regarding the RFP. No individual committee member, or City employee, is empowered to make binding statements regarding this RFP.

(3.19) Revisions / Addenda

If it should become necessary to revise any part of this RFP or otherwise provide additional information, an addendum will be issued by the City and furnished to all prospective proposers who have obtained copies of this RFP.

(3.20) Proposal Deposit

A proposal deposit in the form of a certified check drawn on, or a treasurer's or cashier's check issued by, a responsible bank or trust company and made payable to the City of Boston, or a proposal bond issued by a surety company qualified to do business in the Commonwealth and satisfactory in form to the City, must accompany the signed original Technical Proposal received at the Transportation Department/Office of the Parking Clerk. The amount of such check or the penal sum of such bond shall be twenty-five thousand dollars (\$25,000). Failure to include a proposal deposit as required will be cause for disqualification of any proposal submitted. The proposal deposit shall be included with the original signed Technical (non-price) proposal.

(3.21) Return of Deposit

All proposal deposits, except those of such proposers, if any, still under favorable consideration by the evaluators, shall be returned within forty-five (45) days (Saturdays, Sundays and legal holidays excluded) after the deadline for submission of proposals. Remaining proposal deposits shall be returned only upon the execution and delivery of the Contract to the City or, if no award is made, prior to the expiration of ninety (90) days after the deadline for submission of proposals.

(3.22) Execution and Terms of Contract

Following notification of the award to the successful proposer, the City and the successful proposer will execute a written contract containing by reference or other means all the terms, conditions and specifications set forth in this RFP.

In the event the successful proposer fails, neglects or refuses to execute said contract within thirty (30) days after the mailing of said contract to said proposer at its address stated in its proposal, the City may at its option terminate and cancel its action in awarding said contract and the contract shall become null and void and of no effect, and the City may award the contract to the next most advantageous proposer or the City may reissue the RFP.

No contract between the City and the successful proposer whose proposal is accepted shall exist until the written contract shall have been executed by it and the City. The City will not execute the contract until insurance certificates and bonds and other documents required by the contract have been delivered to the Awarding Authority in an acceptable form.

(3.23) Failure to Execute Contract; Liquidated Damages

If the successful proposer fails to perform its agreement to execute a contract and furnish the required security for performance within thirty (30) days after an award is made by the City, or within such additional time as the Awarding Authority may authorize in writing, the proposer's bid deposit shall become and be the property of the City of Boston as liquidated damages; provided that, in case of death, disability, bona fide clerical or mechanical error of a substantial nature, or other unforeseen circumstances affecting the proposer, the proposer's bid deposit shall be returned after submission of a sworn affidavit delivered to, and accepted by, the City.

(3.24) Incurring Costs

The City shall not be liable for any costs incurred by proposers in preparing, submitting or presenting proposals, or in satisfying any demonstration or other requirements. Further, the City shall not reimburse any costs incurred by proposers in anticipation of being awarded the contract under this RFP.

(3.25) Note Regarding the Same Subcontractor for Different Proposals

In the event that subcontractors for any services are identified by a proposer as providing that service for that particular proposer's proposal, said subcontractor shall not be prohibited by the terms of this RFP from joining with another proposer in the submittal of that different proposal.

(3.26) Performance Bond

The City requires, as security to guarantee the faithful performance of any contract awarded pursuant to this RFP, a performance bond of a surety company authorized to do business in Massachusetts and satisfactory in form to the Awarding Authority in the amount of one million dollars (\$1,000,000).

(3.27) Basis for Acceptance/Conflict of Interest

Any proposal made will be accepted on the basis that the proposer, by submitting its proposal, represents that it is made in good faith without fraud, collusion or connection of any kind with any other proposer for the same work; that the proposer is competing solely on its own behalf without connection with, or obligation to, any undisclosed person, firm or corporation; that no other person, firm or corporation will have any interest in the contract; that no officer, agent or employee of the City is financially interested in the contract; that the proposer is fully informed in regard to all provisions of the RFP, including, without limitation, the specifications, the time for performance and the provisions with respect to liquidated damages, and performance bond or other security if any. This paragraph shall not be interpreted to exclude or in any manner prohibit the submission of proposals from two or more firms wishing to submit a joint proposal in response to this RFP.

(3.28) Systems Responsibility

Notwithstanding the requirements and conditions in this RFP, it is the responsibility of the proposer to verify the completeness of the hardware, software, specifications, systems, elements, functionality and suitability of products and services to meet the intent of this RFP. Any additional hardware, software, services, etc., required after installation, even if not specifically mentioned herein, shall be provided by the proposer without claim for additional payment, it being understood that a complete, operating PVPMISS is required. The successful proposer shall be obligated to provide a PVPMISS that meets all guarantees in its proposal for the price contained therein.

(3.29) Rights to Submitted Material

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by proposers shall become the property of the City when received.

Supporting technical and proprietary manuals will be returned at the request of the proposer. The City retains the right to use any or all system ideas presented in any proposal in response to the RFP, whether amended or not. Selection or rejection of any proposal does not affect this right.

(3.30) Use of Proposals

The City reserves the right to use any or all ideas, concepts or configurations presented in a proposer's proposal, whether or not the proposal is selected.

(3.31) Return of Proposals

The City shall be under no obligation to return any proposals or materials submitted by a proposer in response to this RFP.

(3.32) Confidential/Proprietary Information

All proposals submitted in response to this Request for Proposal become a matter of public record and shall be regarded as public records, with the exception of those elements in each proposal which are defined by the proposer as business or trade secrets, and plainly marked as "Trade Secret", "Confidential" or "Proprietary". The City shall not in any way be liable or responsible for the disclosure of any such records or portions thereof, if they are not plainly marked as "Trade Secret", "Confidential", or "Proprietary", or if disclosure is required under the public records law. If a third party challenges the trade secret, confidential, or proprietary nature of certain information, it will be the responsibility of the proposer to defend that challenge. The City assumes no responsibility for disclosure or use of unmarked data for any purpose.

(3.33) Proposals Not Selected

Non-selection of any proposal will mean that another proposal was deemed to be more advantageous to the City or that no proposal was accepted. Proposers whose proposals are not accepted will be so notified in writing.

(3.34) News Releases

Proposers shall at no time make any news or advertising releases pertaining to this RFP for any purpose without the prior written approval of the Parking Clerk and then only in coordination with the Parking Clerk.

(3.35) City of Boston Jobs and Living Wage Ordinance

Each proposer shall be required to abide by the City's Jobs and Living Wage Ordinance as set forth herein entitled 'CITY OF BOSTON JOBS AND LIVING WAGE ORDINANCE', starting on page number 507 of this RFP.

(3.36) Approval of Systems

The City reserves the right to approve all software systems and subsystems before they are brought into the Boston production environment. To this end, the City may require that all design specifications be approved and may establish appropriate procedures for testing by the selected proposer of the systems and subsystems before final approval is given.

(3.37) Relationships Between Proposers

Two or more proposers may combine to submit a joint proposal in response to this RFP. One of the proposers must be designated as the Prime Vendor. The City requires single point responsibility for the entire project. Subcontractors may be used but the prime contractor, i.e., Prime Vendor, must accept full responsibility for the subcontractor's performance. All subcontractors must be identified by the proposer and the proposer must describe the type of contractual arrangement that will exist with all subcontractors and provide a copy of any subcontract if requested by the City. The Prime Vendor shall be responsible for meeting all the terms of the contract resulting from this RFP. This provision is designed to ensure that an integrated and comprehensive PVPMISS which includes, among other things, a cash processing lockbox operation is managed in a properly controlled, efficient and effective environment.

(3.38) Plan of Services

Each proposer must provide a 'plan of services'. The completed plan of services must be included with the proposers response to this RFP. The plan of services will contain specific information about the proposer's internal operations or management systems which relate to fulfilling the contract. This information will be used to evaluate the proposer's ability to provide equipment, supplies or services specified in the purchase description. The primary function of the plan of services is to help enable the City of Boston to evaluate the proposers' ability to fulfill the terms of the contract.

(3.39) Negotiating Changes to the Plan of Services with the Proposer Submitting the Most Advantageous Proposal

The City may condition the contract award on successful negotiation of revisions to the plan of services identified by the evaluators during the proposal evaluation phase of the process. The scope of these negotiations is strictly limited. Only the plan of services is subject to negotiation; the RFP specifications, scope of services, contract terms, and the price proposal are not negotiable. The City may not agree to pay more than the proposal price nor may the City agree to indirect price adjustments: e.g., reductions in the scope of services, the proposer's responsibilities, or the quality of the product. Allowing a proposer to change the proposal price or any other RFP requirement after the proposals have been opened is a violation of Chapter 30B.

(3.40) Debriefing

Any proposer may have a debriefing by requesting it in writing within fifteen (15) days of having received notice that it was not selected under this RFP. The debriefing will be conducted by the Evaluation Committee, which will only discuss its evaluation of the proposer's proposal; competing proposals will not be discussed. Debriefing requests shall be addressed to the Chairperson of the Evaluation Committee.

(3.41) Tax Exempt Status

The City qualifies as a political subdivision of a State of the United States for purposes of Section 103(a) of the Internal Revenue Code of 1986, and is exempt from state and local income taxation, from federal excise taxes, and from Massachusetts sales tax. These taxes should not be included in the proposer's prices.

SECTION 4.0

SCOPE OF SERVICES

4.1

SYSTEM, OPERATIONAL AND FUNCTIONAL REQUIREMENTS
OF A COMPREHENSIVE AND INTEGRATED PVPMISS

4.1 SYSTEM, OPERATIONAL AND FUNCTIONAL REQUIREMENTS OF A COMPREHENSIVE AND INTEGRATED PVPMISS

(4.1.0) Overview

System and operational requirements of the PVPMISS are defined throughout this RFP to reflect the functional needs of the PVPMISS. Identified areas of requirements include, by way of example:

- Ticket Processing
- Ticket Data Entry
- User-Friendly Ticket and Other Transaction Update System and Processing
- Lockbox Processing and Payment Processing
- User-Friendly On-Line Payment System and Processing
- User-Friendly On-Line PVPMISS Access and Inquiry System
- User-Friendly and Comprehensive On-Line Customer Service System and Processing (which includes Correspondence Processing, Hearing Scheduling, Hearing Officer Administration, Lease/Rental Vehicle Processing, Fleet Vehicle Processing, Suspend Processing, etc.)
- User-Friendly and Comprehensive Imaging and Workflow Application
- Dunning, Customer Service, Resident Parking, Hearing, Abandoned Vehicle Notice Generation and Processing
- Utilization of Zip Code Sorting Software and Bar Codes and Mail House Processing
- Massachusetts and Out-of-State Registry of Motor Vehicles Interface and Processing
- User-Friendly On-Line Access and Non-Renewal Processing to the Massachusetts Registry of Motor Vehicles
- User-Friendly Parking Meter System and Status Processing
- Sign System and Status Processing
- User-Friendly Seizure and Tow System and Processing Including Utilization of Hand-Held 'Seizure Identification System and Device'
- User-Friendly Abandoned Vehicle System and Processing
- User-Friendly Customer Service Interactive Voice Response System
- User-Friendly Pay-By-Phone Interactive Voice Response System
- User-Friendly Pay-By-Web System
- User-Friendly Management, Financial, Processing, Reconciliation Operations and Activity Reporting Systems and Reports
- Systems Modification and Development
- Local and Wide Area Networks linked to City Network and Integration of PVPMISS and Related Applications
- On-Line Resident Permit Parking System
- On-Line Refund System with Interface to City's Related Application
- Traffic Management Permitting Systems
- On-Line Ticket Archive System
- On-Line Stolen Vehicle Record System

The Vendor is required to provide a proven, turn-key (complete readiness for operation effective July 1, 2010) and comprehensive computer based system of all tickets and license plates integrated with all data required to support all system components.

Data for all programs and systems must be maintained within an integrated database, with relationships established to allow retrieval and update of related information across program areas in an efficient, effective and error-free manner. The PVPMISS and related systems or system functions and responsibilities of the Vendor must have maximum functionality and integrate systems and system elements as described in this RFP.

The Vendor's database design and software (as well as hardware) must be constructed to accommodate the volumes and scheduling considerations set forth in this RFP.

It is extremely important that the Vendor's database design and software is sufficiently flexible and modular to accommodate easy/simple, efficient and effective modification or expansion of existing applications -- and to accommodate efficient and effective development and implementation of new applications. Equally important, said modifications, expansions or developments must eliminate or extremely minimize any risk to the quality of performance or operation of existing applications and functions.

(4.1.1) Functional Requirements and Features

The Vendor is required to provide a PVPMISS that, as a minimal requirement, includes the below-listed functions and features. Further, the PVPMISS required must efficiently and effectively accommodate and provide for the maximum integration of these and other functions and features:

- a) The automatic calculation and assessment of penalties to violations not paid within time limits and under certain conditions.
- b) The automatic backing-out, holding in abeyance, reactivating of penalties under numerous valid conditions.
- c) Evaluate current activity and determine what type of date or condition based activity needs to take place on a violation and calculate when that activity should occur, e.g., name and address request, non-renewal hold, etc.
- d) Re-evaluate scheduled activities in light of on-line and batch transactions.
- e) Predetermined time based activities should be performed by the system and the violation status should be updated for the next appropriate/applicable event.
- f) Assess and re-assess status of a registration based on number of tickets, number of unpaid tickets, number of unpaid tickets that appear on a specific notice, and number of tickets with issue dates within specific time limits.

- g) Interface with various systems, subsystems or system elements.
- h) Interface with any system, subsystem or system element shall be automated and data edit and verification processes shall be comprehensive.
- i) Conduct real-time editing of transactions entered through the on-line environment.
- j) Update the ticket database in a real-time mode with on-line transaction information.
- k) For each violation maintain a "history" of system generated events and processing transactions that can be viewed on-line.
- l) System must facilitate license plate level payment processing and license plate level transactions.

(4.1.2) Note to Proposers:

The City is extremely interested in proposer responses to the above requirements. In addition, while requirements identified in this RFP for a particular functional area and system element also include the relationship to other functions and system elements, the City requires that prospective Vendors address and describe these requirements in terms of the level of integration of their 'whole' or 'aggregate' PVPMISS.

Toward this end, prospective Vendors are required to describe the design and functionality of their PVPMISS in terms of:

- the requirements set forth in this section
- data management
- how data items are related to each other
- the file structure/data structure utilized by the software system
- the organization, coherence, linkage and unity of the various constituent system elements
- handling the large number and numerous types of transactions
- the capabilities and means of scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City, and flexibility and ease of modification and enhancement.

This description must also include those portions of a proposer's PVPMISS that actually execute actions and events, i.e., the 'do-er(s)' of the system.

4.2

CHANGES TO SPECIFICATIONS AND REQUIREMENTS AND THE EFFECTIVE AND EFFICIENT ACCOMMODATION OF CHANGES

(4.2) CHANGES TO SPECIFICATIONS AND REQUIREMENTS AND
THE EFFECTIVE AND EFFICIENT ACCOMMODATION OF CHANGES

The City reserves the right to change or modify any specifications and requirements relating to the items set forth in this RFP. This shall include the identification of new specifications and requirements.

The Vendor is completely obligated, as an inherent and inalienable responsibility under this RFP, to accept and efficiently and effectively act upon any such changes or modifications.

The Vendor's PVPMISS must be able to fully support improvements and expansions, by way of example, in the areas of parking violation processing, related transportation and parking management activities, registrant data acquisition and RMV interface, public inquiry response and processing, adjudication, collections, audit trails and controls on all activities and transactions, management reporting, and management services that are set forth in this RFP.

The Vendor's PVPMISS must have a high degree of flexibility to accommodate minor and major system modifications and enhancements, in particular, the addition of new data elements, new on-line inquiry and processing screens, new on-line inquiry capabilities, and new on-line and batch processing capabilities.

Further, the Vendor must be able to provide technical assistance and the necessary resources to expand and enhance existing systems and operations and develop and implement new activities and programs.

The need for flexibility regarding specifications and requirements is unavoidable and integral to this RFP because change is inevitable in the PVPMISS environment that Boston operates within. Therefore, the right to change, modify or add to specifications and requirements is inalienable to this RFP.

The need for flexibility will arise from any number of combinations of factors. For example:

- Public policy makers will initiate laws, statutes, regulations or agendas that impact existing specifications and requirements or that require new specifications and requirements;
- Any number of events will occur or trends will develop that result in new responsibilities or that call for new approaches to existing responsibilities;
- RMVs can change or modify their EDP and other systems and procedures;
- The City's fundamental commitment to on-going and incremental improvements to existing systems will result in the identification and implementation of new systems or system elements;
- The City's selection of a Vendor that is fundamentally committed to on-going and incremental improvements to existing systems will result in the identification and implementation of new systems or system elements.

The City requires that all systems, subsystems and system elements of the Vendor's PVPMISS be able to accommodate changes, modifications or additions in a highly efficient and effective manner.

While high quality of systems and system elements is the required end result, of great importance is the turnaround time to effect changes, modifications or new developments.

The fact that highly advantageous turnaround time of high quality systems and system elements must often be achieved in a multiple project environment further dictates that the Vendor's PVPMISS can be efficiently and effectively changed, modified or added to.

With the exception of 'Ticket Data Entry' and 'Microfilm' or any other items otherwise specified, **VENDOR COMPENSATION FOR ALL SYSTEMS AND SERVICES SET FORTH IN THIS RFP, INCLUDING CHANGES AND MODIFICATIONS, IS TO BE INCLUDED IN THE 'COMPREHENSIVE PER TICKET PRICE' SET FORTH IN THE PRICE SECTION OF THIS RFP. IT SHOULD BE CLEARLY UNDERSTOOD THAT THE CITY WILL NOT ENTERTAIN REIMBURSABLE 'CHANGE ORDERS', ETC., FOR SOFTWARE COMPUTER SYSTEM CHANGES OR OTHER CHANGES INVOLVING ITS PVPMISS.**

IT ALSO SHOULD BE CLEARLY UNDERSTOOD THAT THIS CONTRACT IS NOT A SYSTEM DEVELOPMENT CONTRACT FOR A PVPMISS. UNLESS SPECIFIED OTHERWISE, THE CITY EXPECTS AND REQUIRES THAT SPECIFIED SYSTEMS, APPLICATIONS AND PROCESSES AND OTHER REQUIREMENTS BE FULLY OPERATIONAL IN A HIGHLY EFFICIENT AND EFFECTIVE MANNER ON THE EFFECTIVE DATE OF THE CONTRACT.

The City's rationale and demand for a PVPMISS with maximum features and capabilities in combination with highest level of quality should be clearly understood due to the obvious critical and sensitive customer service and revenue aspects of the PVPMISS. Moreover, the City demands that in addition to the turnkey operation of the most superior PVPMISS, the PVPMISS will be maintained, modified and enhanced throughout the contract period. As a result, prospective vendors should be aware of the following:

- The expected and necessary flexibility of the Vendor's PVPMISS should allow for efficient commitment of vendor resources;
- The number and types of PVPMISS personnel committed by and/or available to the Vendor is expected to be able to accommodate on-going and routine client demand for change and modification services;
- The number and types of PVPMISS personnel committed by and/or available to the Vendor is expected to be able to accommodate substantial change and modification services and/or atypical client surges in demand for services;

- The product of required changes and modifications would often be of mutual benefit in that said product would be utilized by the Vendor's other clients and/or marketed by the Vendor;
- In a multiple project environment, while demanding performance excellence in terms of effectiveness and timeliness of completion, the City recognizes the value of project prioritization;
- The Vendor can expect the City to be an active and involved system 'user' and to contribute its collective PVPMISS knowledge in light of desired objectives toward the development of functionality and specifications.

THE IMPORTANCE OF THE ABOVE CONDITIONS TO THE CITY AND THEIR COMPLETE ACCEPTANCE BY THE VENDOR CANNOT BE OVERSTATED.

4.3

PARKING TICKET PICK-UP, RECEIPT AND CONTROL

(4.3) PARKING TICKET PICK-UP, RECEIPT AND CONTROL

(4.3.1) Issuance Profile

Currently, more than fifteen (15) agencies are authorized to issue parking violation tickets in the City of Boston. In addition, each of the six divisions of the Boston Police Department issues parking tickets.

Boston Transportation Department (BTD) personnel currently issue the vast majority of parking tickets, accounting for 90% to 95% of tickets annually. Additionally, the vast majority of parking tickets are issued electronically. However, the requirements listed here-in should be considered important and serve to underscore the City's perspective of the handling of such items.

(4.3.2) Ticket Retrieval and Receipt

The Vendor shall provide a bonded courier to retrieve tickets issued by the BTD from the BTD Enforcement Division facility currently located at Frontage Road. Said retrieval shall occur on a daily basis (Monday through Friday) and shall be completed no later than 11:00 A.M. of each day.

All other organizations authorized to issue parking tickets shall be responsible for delivering tickets to the Vendor on a daily basis. The Vendor shall accommodate said delivery of tickets, at a minimum, between the hours of 8:00 A.M. and 5:00 P.M. (Monday through Friday).

(4.3.3) Counting, Batching and Control

The Vendor's Boston office shall be open and staff shall be available to receive, count and batch the delivered tickets during normal business hours - 8:00 A.M. to 4:00 P.M. or 9:00 A.M. to 5:00 P.M., Monday through Friday, normal City workdays/workweeks.

Prior to retrieval by the Vendor's courier, the BTD shall machine count the number of tickets to be transmitted, separately group tickets for the purpose of reconciliation and control, and note the number of tickets counted on a reconciliation form. The BTD will provide this form to the Vendor's courier at the time of ticket retrieval by the courier.

Upon delivery of tickets to the Vendor worksite by the courier, the Vendor will be responsible for machine counting (and, if necessary, re-batching) the tickets in accordance with specifications determined by the City. Currently, the Vendor must batch the tickets into groups of one hundred (100).

The Vendor shall also be responsible for performing counts and batching of tickets that are submitted to the Vendor by other issuing organizations.

For each batch, the Vendor will be required to prepare a batch header card with information that includes the julian date, the batch number, number of tickets in the batch and the issuing agency/division that issued the tickets.

The Vendor will be responsible for providing positive controls for reconciling differences between an Issuing Agency's and the Vendor's count and batch totals. The Vendor is responsible for identification of any discrepancies. The Vendor must notify the Issuing Agency and the BTM/OPC monitoring unit of any discrepancies.

The Vendor shall be responsible for providing comprehensive and strong quality control measures to ensure the accurate and timely handling of tickets received from issuing agencies.

(4.3.4) Subsequent Handling of Tickets

The Vendor shall be responsible for the safe and controlled delivery of tickets to the Data Entry function facility and the Scanning function facility.

The Vendor shall be responsible for identifying and reconciling any differences in counts of tickets between the Vendor's ticket receipt function and the Data Entry and Scanning functions.

(4.3.5) Reporting

The Vendor shall be responsible for compiling data on a daily basis and submitting a weekly two page report document reflecting: (a) daily and weekly ticket receipts by agency, and (b) the issuance dates (issuance range) of the earliest and most recent ticket contained in an agency's daily submittal.

The Vendor shall also provide daily reports on request.

(4.3.6) Capacity

Depending upon numerous factors, the number of tickets that will be turned in on a typical daily basis is estimated to range from 500 to 1,000 tickets. On a typical weekly basis, the Vendor shall accommodate a range of 2,000 to 6,000 tickets. The Vendor must have the flexible capability to receive and process, in a fully accurate and timely manner, the above estimated ranges in addition to volumes of tickets that fluctuate lower or higher than the ranges noted above.

(4.3.7) Location

It is expected, unless compelling arguments are otherwise presented, that the Vendor receive, count, batch and reconcile violation tickets at the Vendor's Boston office, which in turn is expected to be located close to Boston City Hall.

4.4

PARKING TICKET DATA ENTRY

(4.4) PARKING TICKET DATA ENTRY

(4.4.0) Information Foundation and Zero-Defect Objective

The data to be entered from the parking ticket contains the essential and primary information that is utilized to create records that serve as the information foundation for the PVPMISS. The value of the accurate entry of data and accounting for all tickets to be data entered cannot be overstated. The Vendor must strive to provide a zero-defect data entry operation.

Although the vast majority of parking tickets are issued electronically, the requirements listed herein should be considered important and serve to underscore the City's perspective of the handling of such items.

The data from the ticket is used, among other things, to identify registrants. The entry of the data from the ticket must be accurate to ensure proper identification of registrants and to provide a computer record that is utilized for customer service, adjudication and collection efforts. Data entry delays that impact processing timetables and data entry errors that result in the wrong person being billed, no person being billed, incorrect data appearing on a bill or a record, missing data on a bill or record, etc., must be avoided. Incorrect data entry would have very negative operational, cost, image and integrity consequences for the City.

(4.4.1) Unique and Hybrid Characteristics

The data entry function in a parking ticket system is more difficult compared to what may be considered standard data entry from a standard form or document due to the manner and circumstances in which data is captured and placed on the source document (the parking ticket). For example, the parking ticket is a hand written document. It is written in a standing position and in different types of weather conditions. The ticket writer must often think about how to decode the license plate type, color and number. Further, the issuing agent does not record data (issue a ticket) in a controlled environment and, as an example of the potential implications of this reality, the ticket writer may cross out an incorrect entry and note the correct entry in the general area or down the middle of the ticket.

The above factors should NOT be construed to imply that the written data from the parking ticket document compromises the City's goal and objective of zero-defect data entry. Rather, it is incumbent upon the City to stress to prospective Vendors the fact that the time commitment, level of concentration and oversight commitment is more consequential to the accurate entry of parking ticket data in terms of a comparison to more standard data entry applications.

The data enterer must carefully examine the data on the ticket. For example, plate types, similarities between street names, abbreviations for 'Other' vehicle makes, etc., shall require a careful and thorough examination of the ticket document. Also, what may, at 'first glance', appear to be ambiguous data is typically readily discernible upon a more measured examination of the written data in question. Further, at times, judgment or consultation with other personnel may have to be employed relative to printed as well as written letters, numbers, words, abbreviations, etc.

(4.4.2) Information To Be Data Entered (Keyed)

The Vendor shall data enter all the information on the parking ticket except for the name of the issuing officer. Refer to the appendix to this RFP for the current layout of the parking ticket and the data fields therein.

The Vendor will be required to accommodate a minimum of 30 characters in the (street) location field.

In addition to the information on the ticket, the Vendor will be required to enter information from the batch header cards and the sequence of the ticket within the batch unless this is performed in an automated manner.

(4.4.3) Medium Used For Capture of Information

Currently, the Vendor is required to process the information for transmission via IP connection (Daily File).

(4.4.4) Time Frame and Capacity Requirements

The Vendor shall data enter all tickets and complete the Daily File and transmit within one (1) working day after receipt of the of the copies of the issued tickets. (Refer to volume ranges set forth in the preceding 'Parking Ticket Pick-Up Receipt and Control' section.) The original parking tickets shall be delivered to the City for possible cross reference of other files such as the Police Department's Stolen Vehicle File. The originals shall be stored by the City.

(4.4.5) Hard Copy Report

The Vendor will produce on a daily basis for its own quality control and production monitoring purposes a hard copy report reflecting all data entered from the tickets.

(4.4.6) Edits and Controls

The Vendor must provide on-line and batch-end edits and the double keying of critical fields to ensure the validity of entered data and identify ticket rejects.

Critical ticket fields to be double keyed shall include, at a minimum, batch date, batch sequence, ticket number, date of issue, state, plate color, plate type, license plate number, meter number and violation code.

Automated ticket editing shall include, but not be limited to:

- alpha and/or numeric restrictions/specifications for fields such as ticket number, year/date, state, time, meter numbers, etc.
- numeric parameters for year and date restrictions
- issue date cannot be 22 or greater days old
- issue date cannot be greater than date of data entry
- violation number must pass check digit validation
- violation number must be complete

- issue date, plate number, plate state, plate color, plate type (PA, AP, CP, OT) violation code and location cannot be missing
- the City of issue must be Boston
- if a Massachusetts registration, first character cannot be the number zero (0), if a Massachusetts registration, if first character is the letter 'O', second character cannot be the number zero (0)
- if a Massachusetts registration, the fourth character cannot be the letter 'O' (except vanity plates).

(4.4.7) Data Entry Specifications

The Vendor is responsible for submitting and utilizing detailed, thorough and comprehensive data entry specifications and procedures.

(4.4.8) Hardware and Software

The Vendor must provide state of the art hardware and software.

(4.4.9) Quality Control

The Vendor must provide detailed, thorough and comprehensive quality control over the data entry function.

(4.4.10) Personnel

The Vendor must provide well-trained, qualified and sufficient staff to perform the data entry functions.

(4.4.11) Reconciliation

The Vendor is responsible and must account for identifying and reconciling any differences in the number of tickets delivered to the data entry facility and the number of tickets entered. The Vendor is responsible for ensuring that only tickets issued by the City (and authorized agencies) and delivered to the Data Entry facility are actually entered.

(4.4.12) Unprocessable Tickets

Tickets that are determined to be unprocessable due to missing or invalid data shall be data entered to the Vendors system, to the extent possible with the information contained on the ticket, as void / unprocessable citations. Such tickets shall be batched, accounted and categorized separately from processable tickets by void reason. The Vendor's on-line PVPMISS shall reflect zero dollars due for all such void / unprocessable tickets and void reason.

(4.4.13) Reports

The Vendor shall provide accurate and timely reports on a daily, weekly, monthly basis.

(4.4.14) Oversight of a Subcontractor

The Vendor shall be completely responsible for the Data Entry function from all perspectives -- whether performed directly by the Vendor staff, via a subcontract or other arrangement. This responsibility shall include, but not be limited to oversight, quality control, compliance with contractual time requirements, reconciliation of delivered and data entered tickets, and establishment of edits and controls.

(4.4.15) Location

The City desires, and it is expected, that the Vendor locate its data entry facility close to City Hall and the Vendor's Boston office.

4.5

UPDATING TICKETS TO ON-LINE AND MASTER FILES

(4.5) UPDATING TICKETS TO ON-LINE AND MASTER FILES

The Vendor, within one working day of receiving the 'Daily File' of newly data entered tickets, will add this information to the Master Violations File and match the vehicle registrations appearing on the issued tickets against the records in the Master Violations File.

As part of the process of adding the new ticket data to the Master Violations File, the Vendor is responsible for validating, editing and controlling the information which was data entered from the ticket. This should include, but may not be limited to, the registration data.

If the registration appearing on the newly entered ticket matches an existing record in the Master Violation File, the Vendor will add the ticket data to the existing plate record.

If the registration appearing on the newly entered ticket does not match an existing record in the Master Violation File, the Vendor will add the ticket data to a newly created registration record.

The Vendor will make the new ticket data available for on-line access, system usage, etc., once it has been added to the Master Violation File.

The Vendor will make the new ticket data available to the City MIS Department in an electronic file format once it has been added to the Master Violation File.

(4.5.1) Note Regarding Excise Tax

The Vendor will be required to accept information from the City MIS Department regarding Excise Tax debts owed to the City of Boston. This information must be displayed at the registration level in the Master Violation File. The format and record layout shall be specified by the City.

The City will periodically notify the Vendor of Excise Tax Bills which are no longer owed to the City, for removal from the Master Violations File.

4.6

LOCKBOX PROCESSING FUNCTIONS

(4.6) LOCKBOX PROCESSING FUNCTIONS

(4.6.0) Lockbox Payments and Correspondence

The Vendor shall efficiently and effectively provide for the numerous services relating to (a) the receipt and routing of all lockbox mail, (b) the processing, accounting and daily deposit of lockbox and mailed payments, c) the routing of parking ticket related correspondence, and d) the scanning of parking ticket related correspondence (refer to the section of this RFP entitled 'Imaging' for a discussion relative to scanning requirements).

(4.6.1) Subject to Intense Public Scrutiny / Zero-Defect Objective

The value of the accurate and timely processing and accounting of lockbox and mailed payments and routing of parking ticket related correspondence cannot be overstated. It is absolutely essential that payments be efficiently and correctly processed, applied, deposited and updated on a daily basis and that all correspondence received by the Vendor be correctly segregated, labeled, scanned, as required, and sent to the City on a daily basis.

The processing of lockbox (and other) parking ticket payments is subject to intense public scrutiny. Therefore, the Vendor must strive to provide a one hundred percent correct, zero-defect lockbox processing function.

Misapplied payments, unapplied payments, delayed payments and incorrectly sorted, scanned or delayed correspondence would pose serious problems for the City and could not be tolerated. By way of an example and without limitation, a misapplied payment could cause additional collection action including vehicle seizure or RMV Non-Renewal action to a violator who in good faith sent a ticket payment to the City's lockbox. Such situations would create intense violator complaints and result in serious customer service and public relations problems for the City. Such problems would adversely impact the integrity of parking enforcement programs, in addition to causing a deployment of resources away from other functions and responsibilities.

(4.6.2) Non-Standard Characteristics and Research Items

The City views the Lockbox Processing Function in Boston's parking ticket system as a non-standard lockbox function that is more difficult compared to other account- receivable-type operations.

For example, payments must be applied to specific transactions (i.e., parking violations), each with a discrete and dynamic dollar amount due, rather than being generally applied to a single account-balance-due. The audit trail on the check endorsements must always be legible. Also, the instances of correspondence with returned statements is much higher than in other lockbox operations. In addition, relatively complex payment processing procedures developed by the City that reflect numerous payment processing scenarios must be adhered to. Also, processing staff must be familiar with the various parking ticket dunning notices.

Further, although areas such as notice layout are designed to facilitate efficient and effective lockbox payment processing, processing staff will frequently be called upon to conduct relatively complicated or involved file inquiries and investigations (utilizing the Vendor provided PVPMISS) in order to correctly process payments, particularly research items.

The Vendor shall expect to receive a wide variety of notices and often-ambiguous handwritten payment instruction documents through the lockbox. Additionally, violators send payments for multiple tickets, notices and registrations which sometimes do not equal amounts due on source documents. The Vendor shall be required to conduct all required file inquiries and system investigations to apply payments to outstanding violations.

The above factors should NOT be construed to imply that the non-standard nature of the City's parking ticket lockbox function compromises the City's goal and objective of zero-defect processing. Rather, given this objective, it is incumbent upon the City to stress to prospective Vendors the fact that the time commitment, level of concentration and oversight commitment is more consequential to the accurate processing of parking ticket related mail in terms of a comparison to more standard lock box and payment processing operations.

(4.6.3) Staffing and Managerial Oversight

The Vendor shall provide extensive, efficient and effective managerial and supervisory oversight of the lockbox processing function. Lockbox staffing levels are to be approved by the City.

Further, in large part due to the considerations set forth on the preceding pages, proposers are advised that the City requires a lockbox processing staff dedicated to, and one-hundred percent focused upon, processing parking ticket related mail receipts. This general requirement is not intended to prohibit management approaches that utilize staff rotation, etc., or approaches designed to optimize operational flexibility and effectiveness, or to prohibit the subcontracting of this function. However, the City desires and expects that a relatively consistent and specific group of Vendor personnel be dedicated to Boston items during periods of time in which those items are actually being handled and processed at the lockbox. It is expected that said periods of time will be considerable. What the City must avoid, notwithstanding normal and expected levels of turnover, promotions, etc., is a situation where the lockbox staff cannot consistently deliver a proficiency and expertise with the characteristics (non-standard or otherwise) of this lockbox function and the specific requirements of the City relative to this function.

(4.6.4) Lockbox Transaction Processing Facility

It is expected, unless compelling arguments are otherwise presented, that the Vendor's lockbox office and staff shall be located at the Vendor's Boston office, which in turn is expected to be located close to Boston City Hall.

The lockbox processing facility must be in a secure area with restricted access to authorized Vendor and City staff. The processing facility must be equipped with sufficient fire protection devices. Physical access must be further controlled to any on-line processing devices. The Vendor shall provide an internal security system to ensure that valuable City parking ticket payments and City correspondence are processed in a secure environment.

(4.6.5) Payment Processing System

The Payment Processing System utilized by the Vendor must efficiently and effectively accommodate the high volume and unique nature of parking violation ticket payment transactions. The Vendor's Payment Processing System shall provide the flexibility for lockbox payment processors to process the following:

- a) whole ticket payments
- b) partial ticket payments
- c) multiple whole ticket payments
- d) multiple partial ticket payments
- e) whole registration payments
- f) multiple whole registration payments
- etc.

(4.6.6) Lockbox Processing Overview

The Vendor shall efficiently and effectively provide for all services relating to (1) the receipt and routing of all lockbox mail, (2) the processing, accounting and daily deposit of lockbox and mailed payments, (3) the routing of parking ticket related correspondence, and (4) the scanning of parking ticket related correspondence.

In addition to other requirements set forth in this section, the following procedures and requirements shall apply to the processing of lockbox related items:

- a) The Vendor shall rent a post office lockbox (es). The contents of which shall, at a minimum, be removed by the Vendor (via a bonded messenger or courier) at the beginning of each processing day. The courier shall deliver the contents of the lockbox (es) to the Vendor's lockbox processing facility.
- b) Upon receipt and opening of the lockbox contents, the Vendor shall count and separate the mail as follows:
 - mail with correspondence only
 - mail with combination payments and correspondence
 - mail with payments only

Note: At present, the front-end processing of lockbox items is facilitated via the utilization of different post office box addresses for the receipt of: (a) parking ticket mailers, (b) return envelopes and, (c) returned mail. Also, return envelopes are color coded according to OCR-processability. It should be noted, however, that the public does not always utilize the return envelopes provided.

- c) Tickets, notices and other mail with correspondence but without payments shall be secured with minimal fastening devices, initialed by the processing clerk, dated with the postmark date, and notated as correspondence on the outside of the envelope or ticket.

Such receipts shall be counted, batched into groups not to exceed 25 items and delivered (via bonded messenger or courier) to the Office of the Parking Clerk located at City Hall, within twenty-four (24) hours following receipt by the Vendor at the lockbox.

- d) Mail that represents combination payments and correspondence shall be processed as follows: The Vendor shall process checks in accordance with the City's payment processing procedures (which include procedures set forth in paragraphs 'e' and 'f' below) and forward copies of checks and related correspondence to the City in accordance with specifications provided by the City.

Such receipts shall be counted, batched into groups not to exceed 25 items and delivered (via bonded messenger or courier) to the Office of the Parking Clerk located at City Hall, within twenty-four (24) hours following receipt by the Vendor at the lockbox.

Items that are scanned to the Correspondence Imaging System shall be batched into groups of 10 items each, secured with minimal fastening devices, accompanied by a lockbox scanning control sheet (see the section of this RFP entitled 'Imaging' for a discussion of scanning and scanning batch control requirements), and delivered (via bonded messenger or courier) to the Office of the Parking Clerk located at City hall, within twenty-four (24) hours following receipt by the Vendor at the lockbox.

- e) Mail with payments only shall be batched into groups not to exceed 100 documents to be dated and numbered consecutively 00-99. Each check shall be dated and endorsed for deposit within twenty-four (24) hours of receipt by the Vendor at the lockbox.
- f) All payment information shall be entered and verified with appropriate edits and controls (discussed in this section) and batch totaling, and updated, eighty percent (80%) of the time, to the Master Violations File and all subsystems and system elements within twenty-four (24) hours of receipt by the Vendor at the lockbox. All remaining payments shall be processed and updated to the Master Violations File and all subsystems and system elements within forty-eight (48) hours of receipt by the Vendor at the lockbox.

- g) The Vendor shall process in an automated manner all payments accompanied by a City of Boston source document bearing an optical character recognition (OCR) scan-line, unless an 'individual' document is damaged to an extent that would prohibit such automated processing. At a minimum, said source documents shall include parking ticket mailers and standard, i.e., non-online, dunning notices. The current OCR scan-line is OCR-type "A" character font.

Additional discussions relating to OCR processing of payments are included in the 'Parking Ticket Dunning Notice System and Services' section of this RFP.

- h) In addition to any batch processing, the Vendor shall also accommodate the on-line, real-time processing of mail and lockbox payments. This on-line processing shall allow vendor personnel to enter and record payments and payment adjustments according to the on-line payment and audit control requirements described in the On-Line Payment Processing System section of this RFP.

The on-line payment processing system utilized by the Vendor shall provide the flexibility to accommodate, by way of illustration and without limitation, the following types of payment activities:

- Multiple Violations
- Multiple Registrations
- Research Items
- Exception Items

The on-line payment processing system utilized by the Vendor shall immediately post all payment transactions to the Master Violations File as well as all subsystems (e.g., Boot and Tow System, Claims Processing System, Hearing System, etc.).

- i) The Vendor shall provide a handling and audit system for any cash payments received through the lockbox. The City may require that all processing staff be bonded.

This function must conform to Generally Accepted Principles for cash handling, accounting and control.

- j) The Vendor shall accommodate the application of any range of whole dollar amount payments to a violation, e.g., if a partial payment of thirty-five dollars is remitted for a forty dollar fine, thirty-five dollars must be applied and the new current amount due must equal five dollars (in addition to any penalty).
- k) The Vendor shall record on the database, and display on the on-line inquiry system, the date the payment was added/updated to the Master Violations File, the location of where the payment was made (including the pay-by-phone system), the method of payment (e.g., cash, check, money order, credit card, debit card), the type of payment processing system (e.g., batch or on-line), and the batch in which the payment was processed (see item 'e' above).

- l) The Vendor shall indicate on each check processed the violation numbers to which payments are applied, the date of payment, the amount applied to each violation number, a notation that the payment was processed through the lockbox and a notation of the payment processing system (e.g. batch or on-line).
- m) Post-dated checks shall be held by the Vendor for 10 business days and processed when current.
- n) Checks shall be endorsed to the account of the Parking Clerk of the City of Boston. The total amount of all checks processed each day will be credited to a demand deposit account entitled "Parking Fine Account" under the same terms and conditions as would apply to direct deposits.

The Vendor shall deliver and deposit all moneys to an account at a bank (or banks) designated by the City.

- o) The Vendor shall be required to transmit, batched as described above, ticket payment documents to a microfilm vendor approved by the City where they will be microfilmed for record consolidation and retrieval purposes.

The Vendor must provide an efficient and effective computer indexing system for the storage and retrieval of microfilmed ticket payment documents.

Original ticket payment microfilm shall be retained and stored by the Vendor in a secure and accessible area or location for an indefinite period of time unless instructed otherwise by the City. One copy of such microfilmed ticket payment documents must be provided to the City on a weekly basis, formatted to allow City personnel to access documents on the following microfilm reader/ printer: Cannon Microscanner 400.

- p) The Vendor will be required to retain and store original source documents received through the lockbox in a secure and accessible area or location for an indefinite period of time unless instructed otherwise by the City. The Vendor must provide an indexing system for the efficient and effective retrieval of such documents.

(4.6.7) Research Items

The following are examples of research, exception and non-standard items the Vendor may receive through the lockbox and processing instructions for such items.

- a) Where the Vendor receives a payment with a vehicle registration number but without a violation number, it shall be responsible for carrying out the required file inquiries to apply such payments to violations outstanding against the vehicle registration number.

If the payment can be applied to more than one violation, the Vendor shall first make payment to any tickets which are less than twenty-one (21) days old and then the residual amount, if any, shall be applied in accordance with payment application instructions to be provided by the City.

- b) Where the Vendor receives a payment amount that exceeds the amount due on the enclosed violations, it shall conduct all required file inquiries to determine if any other violations are outstanding against the vehicle registration number. If one or more other violations are outstanding, the Vendor shall apply the excess payment amount in accordance with the payment application instructions to be provided by the City. If the excess amount cannot be applied to other violations, the vendor shall follow the overpayment instructions to be provided by the City.
- c) Where the Vendor receives an unsigned check or unapplicable payment (e.g., no violation or registration ascertainable), it shall, within three working days of receipt of any such item:
 - 1) Address an envelope to the originator or maker of the check;
 - 2) Enclose the unsigned check, the associated correspondence and tickets and a form letter to be provided by the City in sufficient quantities; and
 - 3) Send the addressed envelope and its enclosures to the maker or originator of the check. The Vendor shall provide the City with a weekly report of all such unprocessable payments.
- d) Payments for storage fees, seizure fees, Abandoned Vehicles and Fleet / Rental Vehicle Surcharges shall be forwarded to the City within twenty-four (24) hours following receipt by the Vendor at the lockbox. Such payments are not to be processed through the lockbox.

The City shall provide the Vendor with appropriate procedures (and forms if applicable) for processing any other payments not described herein or in the Payment Processing Procedures manual.

(4.6.8) Skeletal Payments

Skeletal transaction capability is required in order to accommodate the processing of violation payments when the violation(s) in question have not yet been updated to the system (i.e., the Master Violations File is temporarily void of the violation in question). All such payment amounts shall be retained in this file as a skeletal payment.

The Vendor shall provide the capability to create an on-line skeletal record containing, at a minimum, violation number, payment disposition date and amount paid.

The Skeletal Payment shall be matched against and applied to new violation records created on the Master Violations File.

(4.6.9) Capacity Requirements

Depending upon numerous factors (such as ticket issuance, etc.), it is estimated that the Vendor shall typically provide the capability to accurately and timely process between 4,000 to 7,000 ticket payments per day. The Vendor must have the capability to expand this 7,000 ticket payments per day capacity by increments of 500 payments per day. This increase in capacity shall begin as soon as the number of ticket payments received by the Vendor exceeds 7,500 per day for two consecutive workdays.

(4.6.10) Bounced/Bad Checks

Checks which are returned by the maker's bank unpaid will be redeposited once. If such items are returned again, the Vendor shall charge the Parking Fine Account in the amount of the unpaid items.

The Vendor must arrange for violations which correspond to unpaid checks to be reactivated as unpaid on the Master Violations File and to the status preceding the application of the unpaid check.

At the time that the bad check payment is decremented from the system, the Vendor shall assess a bad check fee (currently \$25.00 on a license plate level) to the license plate record.

A notation communicating the receipt of a bad check must be provided for at the time a payment is decremented from the system. Such notation shall be displayed on the license plate and violation level on-line inquiry system. This notation shall be removed six months after the payment of the bad check fee.

The Vendor shall notify the maker of a bad check of the revised amount due in accordance with the specifications set forth in the 'Parking Ticket Dunning Notice System and Services' section of this RFP.

On a weekly basis, the Vendor shall provide the City with a summary listing of all returned checks which shall contain the following information for each returned check, or for similar batches of returned checks:

- the date the payment was initially applied to the Master Violations File
- the date the check was returned by the maker's bank unpaid
- the date the Parking Violations Fine Account was adjusted and the violation(s) in question returned to an unpaid status and the resulting bad check fee assessed
- the date the check was forwarded to the maker by the Vendor

The Vendor shall also provide the City with a weekly list of all returned check transactions charged to the Parking Fine Account. The format of this weekly list must be approved by the City.

(4.6.11) Comprehensive Audits and Controls

The Vendor shall provide efficient, effective and comprehensive audit and control procedures to ensure that:

- a) all mail retrieved at the post office lock box is delivered to the processing facility/location;
- b) all mail is correctly sorted and batched;
- c) the City receives all correspondence on a timely basis;
- d) the entry of payment information is accurate;
- e) all batched payments submitted to processing staff are subsequently processed;
- f) all processed payments are correctly updated to the system;
- g) payments posted to the system and deposited in the bank account reconcile;
- h) etc.

In addition, the Vendor shall completely and accurately account for any rejected (e.g., during batch update, etc.) items, including the subsequent re-entry of such items.

Also, the Vendor shall maintain effective security over cash, checks, and terminals. This shall include, by way of example, the timely depositing of any cash payments received and the control of error correction capabilities.

(4.6.12) Comprehensive Financial Management For All Banking Activity

The Vendor shall provide efficient, effective and comprehensive financial management of all banking activities. This shall include payments received at City Hall and the Tow Lot (for these payments the City will also provide comprehensive financial management). City personnel will work closely and 'parallel' with the Vendor to provide this important function.

The Vendor will serve as chief liaison between the City and the respective banking institutions that deal with the Parking Fine Accounts.

The Vendor shall completely reconcile and account for amounts paid, amounts posted/applied to the PVPMISS, and amounts deposited.

Further, the Vendor shall provide the City with:

- a) Complete reconciliation of all bank statements on a monthly basis, no later than the third week following the month that is to be reconciled;
- b) all pertinent back-up documentation of each transaction listed on all bank statements either on a daily basis or as they are received from the bank (e.g., daily lockbox deposit slip copies, all bounced check bank listings, any and all credit/debit items, all wire transfer activity, etc.;
- c) Copies, front and back, of all bounced checks originally processed at City Hall.

(4.6.13) Comprehensive Activity Reporting

The Vendor shall generate and provide various activity reports to be utilized by the City and the Vendor.

Report data may be electronically transmitted from the Vendor to the City upon approval by the City.

1) For the on-line lockbox payment processing system, the Vendor shall generate a daily payment activity report on a real-time basis. This detailed report must include at a minimum the following information for each individual payment transaction:

- a) registration state and number
- b) a notation to indicate the payment processing system utilized (e.g., batch or on-line)
- c) the violation number which was paid
- d) a notation to indicate the type of transaction
- e) the payment method
- f) the dollar amount paid
- g) the time of the payment
- h) the status of the ticket (notated if skeletal)

2) The Vendor shall also provide, on a daily basis, a report of all items (payments and correspondence) received via the lockbox. This report may be manually prepared. This report shall include:

- Data relative to payments received but not deposited for the second day preceding the reporting day (e.g., if the reporting day is November 21 for payments processed November 20, this report must detail the processing of any payments from the second previous processing day, which would be November 19).
- The total number of items received via the lockbox on the date of the report and any items from the previous day not processed (e.g., a report dated November 21 indicates total mail received via the lockbox for that morning and any mail backlog not processed from the previous day, November 20).
- For the day previous to the reporting day, payment processing information. This report must indicate the total dollar amount processed via each of the Vendor's processing systems (e.g., on-line and/or batch).

This report shall be prepared and signed by a responsible member of the Vendor's Lockbox Payment Processing staff.

3) Further, the Vendor shall provide on a daily basis a report of all payment processing deposit data. Summary data for payment deposits must be provided for all payments processed and deposited for the reporting day, week, month and fiscal year to date. This shall include the dollar amounts of payments processed via the Vendor's lockbox on-line and any batch processing systems (separately reported) and payments processed and deposited by the City via the Vendor's On-line Payment Processing System.

This report shall also include the dollar amount of any returned checks received by the Vendor for the reporting period.

4) Further, on a daily basis the Vendor shall provide a comprehensive report of all transactions updated to the Master Violations File. This report shall, at a minimum, contain the following information:

- a) the number of transactions and the dollar amount of all cash payments processed by the City via the Vendor's On-Line Payment Processing System
- b) the number of transactions and the dollar amount of all check payments processed by the City via the Vendor's On-Line Payment Processing System
- c) the number of transactions and the dollar amount of all money order payments processed by the City via the Vendor's On-Line Payment Processing System
- d) the number of transactions and the dollar amount of all credit card and debit card payments processed by the City via the Vendor's On-Line Payment Processing System
- e) the total number of transactions and the total dollar amount of all payments processed by the City via the Vendor's On-Line Payment Processing System

- f) the number of transactions and the dollar amount of all payments processed by the Vendor via the lockbox reported separately for each processing system (on-line and/or batch)
 - g) the total number of transactions and the total dollar amount of all payments processed by the Vendor via the lockbox for all processing systems
 - h) the number of transactions and the dollar amount of all automatic system overpayment reapplications conducted by the Vendor
 - i) the number of transactions and the dollar amount of all payments processed by the City via the Vendor's Pay by Phone On-Line Payment Processing System
 - j) the number of transactions and the dollar amount of all payments processed by the City via the Vendor's Pay by Web On-Line Payment Processing System
 - k) the total number of transactions and dollar amount of all cash payment transactions updated to the Master Violations File
 - l) the total number of transactions and dollar amount of all check payment transactions updated to the Master Violations File
 - m) the total number of transactions and dollar amount of all money order payment transactions updated to the Master Violations File
 - n) the total number of transactions and dollar amount of all credit card and debit card payment transactions updated to the Master Violations File
 - o) the total number of transactions and dollar amount of all pay by phone transactions updated to the Master Violations File
 - p) the total number of all transactions and the total dollar amount of all payment transactions updated to the Master Violations File
- 5) Further, on a daily basis the Vendor shall provide a summary sheet of all deposits to the Parking Fine Account made via the lockbox. This report shall include the total dollar amount of all payments processed by the Vendor via each payment processing system and the total dollar amount of the entire deposit. This report shall also include a notation to indicate that all payments have been microfilmed by the Vendor in accordance with instructions detailed in this section of this RFP. This report shall be signed and dated by a responsible member of the Vendor's Lockbox Payment Processing staff.
- 6) The Vendor shall anticipate minor and occasionally significant modifications to reports detailed in this section of this RFP. The Vendor shall also anticipate that the City may require additional reports of transactions updated to the Master Violations File.

4.7

ON-LINE, REAL-TIME 'POINT OF SALE'
PAYMENT PROCESSING SYSTEM

(4.7) ON-LINE, REAL-TIME 'POINT OF SALE'
PAYMENT PROCESSING SYSTEM

(4.7.0) City Hall and Tow Lot Payments

The Vendor shall provide a fully integrated, On-Line Real-Time 'Point of Sale' Payment Processing System which will allow cashiers at City Hall and the City's Tow Lot facility to efficiently and effectively enter and record payments and payment adjustments to the Master Violations File as they are received and to provide receipts of transactions to the payer.

The payment system's hardware and software must accommodate the high volume and hybrid nature of parking violation ticket payment transactions. The payment system must accommodate the following payment methods and notate the payment record and Master Violations File of the method of payment and location of payment (e.g. On-Line Payment System):

- cash
- personal check
- money order
- credit card (Master Card, VISA)
- debit card
- other (unique payment methods)

(4.7.1) System Features

The cashiering system shall accommodate and provide, at a minimum, the following features:

- a) Cashiers employed by the City to accept for payment (on-line, real time):
 - whole ticket payments
 - partial ticket payments
 - multiple whole ticket payments
 - multiple partial ticket payments
 - whole registration payments
 - multiple whole registration payments
 - partial fee payments (e.g. boot fees, disposal fees, trash fees, storage fees, tow fees, bad check fees)
 - whole fee payments
 - multiple partial fee payments
 - multiple whole fee payments
 - abandoned vehicle payments
 - lease vehicle surcharge payments

- b) The on-line, real time adjustments to keyed payment information to correct cashier errors.
- c) The on-line, real time immediate posting of all cashier transactions to the Master Violations File as well as all subsystems (e.g., Boot and Tow System, Claims Processing System, Hearing System).
- d) Ticket level and plate summary level automatic on-line, real time calculation of the remaining amount due or amount of overpayment, in the event of partial payment or overpayment. The plate summary level amount due must not indicate ticket level overpayments (e.g., summary level amount due cannot be less than zero dollars [\$0]).
- e) The automatic endorsement of checks and money orders and the imprinting of registration state and registration number, ticket number, fee and fee type, date and amount paid on the check or money order, and recording of credit card or debit card payments. Re-endorsement capability shall be provided.
- f) The generation of a payment receipt showing: payment date, payment time, method of payment, registration state, registration number, ticket number, amount due on each ticket, amount paid on each ticket, boot fee paid, tow fee paid, storage fee paid, bad check fee paid, total ticket amount due, total penalty amount due, total fees due, total amount paid, and change returned to customer. Receipt re-print capability shall be provided.
- g) The development, at the City's discretion, of a feature which will allow for the automatic generation, upon operator command, of a 'Certified Registry Receipt' form which is required by registrants in non-renewal status for presentation to the RMV. The format of this administrative release form is determined by the RMV and will likely include at a minimum the following information: registrant name, registrant address, plate number, payment date.
- h) Creation of a backup transaction record for each ticket or other transaction, printable on command, containing all data captured on each on-line transaction.
- i) Acceptance of off-line payments at all cashiering locations in the event of data communications interruption with the capability to maintain all payment data captured on each on-line transaction in memory and update such data to the Master Violations File in a batch mode within 24 hours following such data communications interruption; produce a journal record containing all data captured on each off-line transaction; and print a receipt containing all data contained on the off-line receipt.
- j) An integrated credit/debit card system with on-line cashiering. Capabilities include, but are not limited to a printable listing of each transaction by operator ID, settlement report, the printing of two receipts (one for the City, one for the customer) batching and transmission of totals to the City's bank. The ability to void and reprint a receipt shall also be provided.

(4.7.1.1) System Enhancements

System enhancements shall be fully tested by the Vendor in a payment processing environment identical in configuration to the City's payment processing environment. Such enhancements shall be made available and installed at City cashiering locations only after being completely tested by the Vendor in a manner acceptable to the City.

(4.7.2) Audit, Reconciliation and Activity Reporting

1) The on-line payment system shall generate a daily payment activity report on a real time basis to facilitate and properly control cashier closing procedures at the end of each cashier shift. This detailed report shall include at a minimum the following information for each cashier / cashier I.D., for each individual payment transaction:

- a) registration state and number
- b) a notation to indicate that the transaction payment was processed via the on-line payment system
- c) the violation number which was paid
- d) a notation to indicate the type of transaction (i.e. payment, adjustment)
- e) the payment method (i.e. cash, check, money order, credit card, debit card)
- f) the dollar amount paid
- g) the time of the payment
- h) the status of the ticket (e.g. noted if skeletal)

2) This report must also provide summary data for each cashier / cashier I.D. and summary data for all transactions for each day, which must include at a minimum the following information:

- a) The number of tickets paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- b) total number or tickets paid via all methods
- c) the dollar amount of tickets paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- d) the total dollar amount of all tickets paid via all methods

- e) the number of boot fees paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- f) the total number of boot fees paid via all methods
- g) the dollar amount of boot fees paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- h) the total dollar amount of boot fees paid via all payment methods
- i) the number of storage fees paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- j) the total number of storage fees paid via all methods
- k) the dollar amount of storage fees paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- l) the total dollar amount of storage fees paid via all payment methods
- m) the number of tow fees paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- n) the total number of tow fees paid via all methods
- o) the dollar amount of tow fees paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- p) the total dollar amount of tow fees paid via all payment methods
- q) the number of bad check fees paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- r) the total number of bad check fees paid via all methods
- s) the dollar amount of bad check fees paid via each payment method (i.e. cash, check, money order, credit card, debit card, other)
- t) the total dollar amount of bad check fees paid via all payment methods
- u) the total number of all transactions
- v) the total dollar amount of all transactions

(C) Audit control facilities must also be included, such as:

- a) balancing of computer produced cashiering report to the log printed on the cashiering terminal
- b) password sign-on, by operator
- c) cash-out by operator
- d) segregation of cash, check, money order, credit card and debit card receipts, and cash-out: totals
- e) operator I.D. retained in transactions
- f) access for supervisor to view all operator transactions

(4.7.3) Vendor Responsibility in the Event of Down Time

The Vendor shall be responsible for updating the Master Violations File (through the On-Line, Real Time Payment Processing System and on the date of receipt) with all payments received during the hours of 8:00 A.M. through 7:30 P.M. by the cashiers at City Hall and with all payments received during the hours of 5:00 A.M. on a previous day through 3:00 A.M. on the current day (22 hours) by cashiers at the Tow Lot when the downtime periods of the on-line payment system aggregate to more than sixty (60) minutes per day. The Vendor shall be responsible for providing all the required controls, reports, procedures and documentation required to ensure that all City Hall and Tow Lot payments processed by the Vendor can be reconciled with payments processed and monies received by City cashiers.

(4.7.4) Equipment

The cashiering system shall consist of eight (8) workstations. Four (4) of the on-line cashiering stations will be located at City Hall, two (2) will be located at the Transportation Department's 200 Frontage Road tow site and three (3) fully configured back-up workstations will be maintained by the Vendor at the Vendor's Boston office. (Print capabilities for 'Certified Registry Receipts' may only be required for the City Hall workstations. Depending upon the Vendor's approach to this print function, two printers may be required.)

The Vendor shall be responsible for all cashiering system related supplies including one and two-part receipt paper specified by the City.

Additional cashiering system equipment shall be calculated as follows:

for each 250,000 (two hundred and fifty thousand) tickets issued in excess of 2,000,000 (two million), the Vendor must provide, at the sole determination of the City, one (1) cashiering terminal workstation and one receipt printer.

The Vendor shall also provide installation, on-site maintenance and technical support for any additional equipment, as detailed above. The City shall provide the Vendor with a plan of the locations of where such devices shall be installed.

The City may require the Vendor to maintain at a location close to City Hall, redundant system capability as an additional means of providing technical support.

(4.7.5) Skeletal Payments and Dispositions

All payment amounts and other dispositions which cannot be applied to a violation number contained in the Master Violations File because the database is temporarily void of the violation record shall be retained in that file as a Skeletal Payment or Disposition Transaction. Skeletal transaction capability is required in order to accommodate the processing of violation transactions when the violation(s) in question has not yet been updated to the system. The Vendor shall provide the capability to create an on-line, real time skeletal record containing, at a minimum, violation number and payment disposition date. The skeletal transaction shall be matched against and applied to new violation records created on the Master Violations File.

(4.7.6) Boot and Tow (Seizure) System Interface: Automatic Release

The On-Line Payment System shall provide for the on-line, real-time and automatic authorization to release a booted or towed vehicle.

This authorization shall be automatically generated and triggered upon: a) data input of a boot/tow payment, and b) data input of an Administrative Release transaction.

The automatic release shall be initiated without requiring the data input person to input any special release commands. For example, payment of the boot/tow fee could automatically initiate the 'release' action.

(4.7.7) Bar Code Scanning of Parking Tickets

The Vendor shall provide the capability to utilize bar code technology for the payment of parking tickets and update of parking ticket data to the Vendor's core parking violation system. Such capability shall be fully integrated with the Vendor's point of sale on-line payment processing system, at all City payment processing locations. The Vendor shall provide all equipment and communication devices necessary for the successful operation of such application. This technology and function shall also be incorporated into kiosk type applications. This technology will also be used for inventory of impounded vehicles at the impound lot(s) for the purpose of reconciling towing and releasing of vehicles. This technology shall also be incorporated into the Resident Parking Permit System. Please refer to the section of this RFP entitled "Resident Parking Permit System" for a detailed discussion of this requirement.

(4.7.8) Boot and Tow (Seizure) Auto-Release Audit Report

The Vendor shall provide a report of all released towed and booted vehicles on a weekly and monthly basis. This report shall contain at a minimum the following information for each tow transaction:

- k) system generated release number
- k) time of tow/boot (military time)
- k) license plate number and state
- k) identification number of clerk who entered release
- k) transaction type (i.e., boot, violation tow or seizure tow)
- f) the number of tickets paid
- g) the dollar amount of the tickets paid
- k) the dollar amount of the seizure or tow fee paid
- k) the dollar amount of storage fees paid
- j) the total dollar amount collected per plate
- k) summary totals for items f) through j) above for the reporting period

Refer to the section of this RFP entitled “Boot and Tow (Seizure) System” for a further discussion of Boot and Tow (Seizure) System interface requirements.

(4.7.9) Pay by Web Application

The Vendor will be required to provide the Parking Clerk with a completely developed Pay by Web system including application software, support and maintenance; financial transactions and relationships with banks, the City, the credit card companies and other involved parties including clearinghouses that provide real-time authorizations; and operational, audit, reporting and reconciliation functions related to this activity, also at its cost. The Vendor shall also be “Level 1 Payment Card Industry” (PCI) compliant. The Vendor shall conform to such data security standards to which Visa and MasterCard subscribe. As such, the Vendor shall satisfy Cardholder Information Security Program (CISP) protocol for Visa and Standard Data Protection (SDP) for MasterCard. All Pay by Web transactions and transfer of funds to City designated bank accounts must be confirmed within 24 hours. The Vendor’s staff must reconcile all Pay by Web transactions and transferred amounts and resolve any discrepancies.

The City will be responsible for paying all credit card charges and related authorization and banking charges associated with the Pay by Web application. The Vendor will be required to provide access to the Pay by Web application via the City of Boston’s website (www.cityofboston.gov).

(4.7.10) Point of Sale Kiosk Stations

The Vendor will be required to provide the City with a minimum of three (3) completely developed kiosk stations. This shall include application software, support and maintenance; financial transactions and relationships with banks, the City, the credit card companies and other involved parties, including clearinghouses that provide real-time authorizations; and operational, audit, reporting and reconciliation functions related to this activity, also at its cost. The Vendor shall also be "Level 1 Payment Card Industry" (PCI) compliant. The Vendor shall conform to such data security standards to which Visa and MasterCard subscribe. As such, the Vendor shall satisfy cardholder Information Security Program (CISP) protocol for Visa and Standard Data Protection (SDP) for MasterCard. All transactions and transfer of funds to City designated bank accounts must be confirmed within 24 hours.

The Kiosk stations shall be capable of providing ATM, bill payments functions, and communicate with the Vendor's Master Violations File through the On-line, Real Time Payment Processing System for the payment of and releasing of motor vehicles at sites to be determined by the City. After Payments of funds, such system shall generate and communicate with the PVPMISS sufficient information to produce receipts, releases and electronic data for processing the release of vehicles.

The Units shall utilize the barcode on the parking ticket, notice, or other document when available. Cash, check or credit/debit card payments shall be accepted at the kiosk and shall be credited to the recipient's account, on-line, real-time.

The Units shall generate bar-coded receipts that can be presented at the Tow Lot for releasing of motor vehicles and automated update of status in the Parking Management System.

The Vendor's Kiosk shall have the capability to scan and retain a copy of certain information contained on a driver's license, state issued ID, or other document, and match such information to certain information on the credit card presented at the POS system at the Kiosk or provide other similar authentication and security functions to satisfy the City's security requirements.

4.8

REQUIRED SCREEN DATA FOR GENERAL AND UNIVERSAL
INQUIRY AND CUSTOMER SERVICE FUNCTIONS
(GENERAL INQUIRY SCREENS)

(4.8) REQUIRED SCREEN DATA FOR GENERAL AND UNIVERSAL
INQUIRY AND CUSTOMER SERVICE FUNCTIONS
(GENERAL INQUIRY SCREENS)

(4.8.0) Detailed, Comprehensive, Integrated and Consolidated Data and Information
and Note to Prospective Vendors

In addition to providing specialized access screens for particular tasks and systems set forth in this RFP, (such as On-Line Payment Processing, Claims Processing, Multi-Owner Program, Boot and Tow, Meter Management and Sign Management), the Vendor shall provide detailed and comprehensive on-line inquiry screens to efficiently and effectively support numerous general and universal inquiry and customer service functions. In this section the City provides a detailed description of its requirements and needs as they relate to general inquiry screens. These screens are utilized for numerous and vital tasks and are a powerful tool for the efficient and effective handling of customer service inquiries and disputes and the adjudication and collection of parking tickets.

The Vendor shall provide general inquiry screens containing an integrated collection of data and information from all systems and system elements defined and specified in the Scope of Services of the Request For Proposal, i.e., Noticing, Claims Processing, Abandoned Vehicles, Boot and Tow, Registry of Motor Vehicle Interface, Meter Management, etc. It is very important that said detailed, comprehensive and integrated data be consolidated so as to optimize inquiry and scrolling efficiency and effectiveness. The level of data consolidation described in this section shall represent general minimal requirements.

Prospective Vendors shall note that certain data elements relating to general inquiry screens are also described in different sections of this RFP and that those, and other, data elements are described in this section in terms of overall content and configuration of general inquiry screen (and printed) output.

Prospective Vendors shall be advised that given the large amounts and varying types of data required, the City recognizes that alternate screen data formats may be acceptable under certain conditions. An examination of this section reveals certain generic requirements such as: summary plate and ticket information, detailed plate information, detailed ticket information, correspondence detail for all tickets, notice detail for all tickets, RMV ownership information, RMV non-renewal information, batch update detail, etc. Prospective Vendors proposing substantially alternative general inquiry screens shall substantially satisfy these generic requirements and the provision of information for specific functions, as reflected in the City's screen data needs, in terms of user-friendliness, data relationship, completeness, comprehensiveness, detail, integration and consolidation. For example, it is acceptable for a Prospective Vendor to exceed the City's minimum requirements in terms of consolidation of data so long as the output screen is user-friendly and satisfies generic requirements for specific functions.

(4.8.1) User-Friendly Lay-Out and Scrolling

The general inquiry screen lay-outs must be user-friendly.

Also, access between screens must be operationally efficient and effective and user-friendly. For example, scrolling between screens for the same license plate or ticket record shall be direct (via the screen number, for example) and sequential (via a move 'left' or 'right' one screen, for example). Also, for example, any sub-screens shall be directly accessible from screens of primary interest and exit from any sub-screens shall provide for a 'direct' exit.

Further, ticket level access between the general inquiry screens and other system element screens (such as Meter Management, Correspondence Processing, Hearing Administration, etc.) shall be efficient and effective.

(4.8.2) General Inquiry Screens Main Access Menu

The general inquiry screens provided by the Vendor shall, at a minimum, be accessible by: (1) State Plate Number, (2) Parking Violation Number, (3) Abandoned Vehicle Violation Number and, when supplied by the MA and out-of-state Registry of Motor Vehicles, (4) Driver's License Number and (5) Name (for all non-archived violation information for violations issued after June 30, 2006).

These access methods shall be user-friendly, efficient and effective and shall be available from a single general inquiry main access menu screen.

With regard to 'Name' access, the Vendor shall, at a minimum, provide for access by: (i) Last Name, and in order to minimize search/inquiry time, shall also provide access by (ii) First Name or Initial, (iii) 'State', e.g., 'MA', etc., of the person/entity's registration, and (iv) utilization of a zip code for MA registrants, and by (v) 'Case Number' [refer to Section 4.9.5.3, 'Case Number for Non-Dismissals'] Also, response time for name access must be minimized.

Further, on-line access via 'Name' and 'Driver's License Number' shall accommodate record 'collateralization' functionality. In other words, all parking ticket related registration records and all abandoned vehicle records assigned to the same entity (as determined by the shared exact name or driver's license number) shall be automatically retrieved/combined in a manner that provides for: (a) summary viewing of a list of said records, and (b) the efficient and effective (scrolling or other) access to each individual record.

(4.8.3) Primary Inquiry Screen (License Plate Screen)

The Primary Inquiry screen shall, at a minimum, contain the following information for each license plate record:

- 1) The date and time of inquiry and page notation;
- 2) The state plate, registration number and plate type;
- 3) The original effective date of the registration and the source of this data;
- 4) The name and address of the registrant, including nine digit zip code;
- 5) The total number of unpaid violations and the amount due for those violations;
- 6) The total number of seizure eligible violations and the amount due for those violations;
- 7) The total number of violations in a Massachusetts RMV non-renewal status and the amount due for those violations;
- 8) A notation to indicate that violations previously issued to the plate have been archived or combined;
- 9) A notation to indicate if a check payment for tickets issued to this plate previously bounced;
- 10) A notation to indicate the status of the plate if, for example, in a seizure, seizure eligible, seizure escape, towed, pending tow release, or auctioned status;
- 11) The total amount due for the registration along with separate listing for (each of) fines, penalties and fees;
- 12) A notation to indicate 'Nixie' status;
- 13) For each violation, for a desired minimum of ten (10) tickets per screen, the following data:
 - a. Ticket number
 - b. Date of issuance
 - c. Time of issuance
 - d. Make of vehicle as recorded on ticket
 - e. Violation disposition notation (e.g., swapped from a previous registration, dismissed, on hold, hold removed, etc.), if any

- f. Specific violation for which ticket was issued
- g. Location of violation
- h. Fine amount for which ticket was issued
- i. Penalty amount(s)
- j. Total amount due for the violation.

14) A notation to indicate additional violations contained on another screen;

15) Instructions for performing additional functions.

Further, the Vendor shall accommodate access from the Primary Inquiry Screen to additional license plate records associated with the driver's license number of the owner of each license plate record in a manner that provides for: (a) summary viewing of a list of said records, and (b) the efficient and effective (scrolling or other) access to each individual record. Access to such additional license plate records shall be accommodated in an operationally convenient, efficient and effective manner.

(4.8.4) Additional License Plate Level Data Screen:

The Additional License Plate Level Data Screen shall, at a minimum, be accessible from the Primary Inquiry Screen and contain the following information for each license plate record:

- 1) The date and time of inquiry;
- 2) The state plate, registration number and plate type;
- 3) The original effective date of the registration and the source of this data;
- 4) The registrant's drivers license number and date of birth;
- 5) The Multi-owner number, if any and the date that the Multi-owner term expires;
- 6) The last name of the registrant;
- 7) The date, the name and address request was sent to the RMV, the date the request was processed by the RMV, and the source of the most recent address update;

- 8) The vehicle identification number (this data is currently not captured, however, the Vendor must provide a field to display this data at the plate detail level);
- 9) The identification number of the RMV hold request;
- 10) The total number of violations in a Massachusetts RMV non-renewal status and the amount due for those violations;
- 11) The current non-renewal status and most recent date of the hold request;
- 12) The date(s) of which the plate was seized;
- 13) The total number of violations in a seizure eligible status and the amount due for those violations;
- 14) The current status of the license plate (e.g., seized, seizure eligible, seizure escaped, towed or auctioned);
- 15) The total amount due for the license plate;
- 16) The number of times mailed notices have been returned by the Post Office and the status and date of the most recent return;
- 17) The type of the most recent correspondence sent to the registrant, the clerk who processed it and the date and time it was mailed;
- 18) The type and amount of fee assessed as well as the date of assessment;
- 19) The date and amount of fee payment;
- 20) A notation to indicate additional fee data which can be viewed on another inquiry screen;
- 21) The date for which the next system generated action, e.g., ILS Notice, is scheduled;
- 22) The most recent type of notice sent to the registrant;
- 23) The status of the plate transfer;
- 24) Instructions for performing additional functions.

Further, the Vendor shall accommodate access from the Additional License Plate Level Data Screen to additional license plate records associated with the driver's license number of the owner of each license plate record in a manner that provides for: (a) summary viewing of a list of said records, and (b) the efficient and effective (scrolling or other) access to each individual record. Access to such additional license plate records shall be accommodated in an operationally convenient, efficient and effective manner.

(4.8.5) Ticket Level Data Screen:

For any specific ticket the Ticket Level Data Screen shall, at a minimum, be accessible from all plate level inquiry screens that contain as output that specific ticket. The Ticket Level Data Screen shall, at a minimum, contain the following information for each violation:

- 1) Date and time of inquiry;
- 2) State plate, registration number, plate color and plate type;
- 3) Effective date of registration;
- 4) The name and address of the registrant;
- 5) Ticket number;
- 6) Total amount due for ticket;
- 7) Violation code and description of violation;
- 8) Issue date of violation;
- 9) Time of issuance of violation;
- 10) Location of violation;
- 11) Vehicle make, color and style of vehicle as recorded on the violation;
- 12) Meter number, if any;
- 13) The Office of the Parking Clerk Correspondence Request Number, if applicable;
- 14) The following issuing officer data:
 - a. badge number
 - b. agency number
 - c. division number
 - d. route number;
- 15) The amount of the initial fine and the amounts and listing of up to two penalties assessed to the violation;
- 16) The dates and types, for at least five notices, of notices sent to the registrant for the violation. Notice information for notices exceeding a fifth notice may be viewed from another screen, providing that a notation of said additional information is provided;

- 17) The date the ticket was added to the Master Violations File as well as the date the ticket was keypunched;
- 18) The exact position of the ticket in the microfilm ticket batch;
- 19) Data provided by the RMV for the registration of the vehicle ticketed:
 - a. the make of vehicle as recorded by the RMV
 - b. the color of the license plate characters
 - c. the date the information request was received by the RMV.
 - d. a notation to indicate if mailed notices sent to the registrant have been returned by the Post Office (Nixie Notation)
 - e. the date the ticket was accepted by the RMV for license plate or drivers license non-renewal and the current status of the request
- 20) The date and type of hearing scheduled for the ticket;
- 21) The date and type of action temporarily holding the violation in abeyance;
- 22) The date and type of the most recent correspondence sent to the registrant for the violation;
- 23) The date of payment of the violation, the method of payment, amount paid and a notation to indicate additional payment information which can be viewed on another inquiry screen if only 'last payment' is captured;
- 24) Instructions for performing additional functions.

(4.8.6) Additional Ticket Level Payment & Notice Data Screen:(Ticket History Screen)

This screen may not be required if the 'Ticket Level Data Screen' can accommodate (in terms of space) the notice, appeal and payment information in question. However due to possible multiple payment, etc., transactions for a particular ticket, for example, the City recognizes that provision of complete data on the 'Ticket Level Data Screen' may be problematic.

Therefore, for any particular ticket, in addition to summary level registration and ticket data (which shall include State Plate, Registration Number, Plate Type, Ticket Number, Violation Description and Code Number, Issue Date of Violation, Time of Issuance, Location of Violation, and Meter number) and instructions for performing additional functions, the Ticket History Screen should contain, at a minimum, the following information categories and detail data so that all transactions for a particular ticket are reflected (and listed in chronological order from most recent to first transaction):

- a) Listing of amount, method, dates (process and application), and location of each payment transaction (including bounce checks and refunds), with the most recent separately denoted;
- b) The system generated and actual mail dates (if different) and type of each notice sent for the violation;
- c) Appeal, suspension and hearing data including dates and claims processing code;
- d) Fine and penalty dismissal data including dates and claims processing codes.

The City desires to minimize scrolling activity and to maximize the efficiency and effectiveness of ticket history inquiry. Therefore, the ticket history function shall preferably accommodate a minimum of ten total transactions per-screen-page prior to a need to scroll to/access a second, etc., same-screen 'page'.

It should be noted that the provision of this screen is required in addition to the 'Ticket Level Data Screen', unless the latter can accommodate the integrated and chronological listing of various transaction types. The Ticket History Screen would most efficiently and effectively be accessed directly from the Ticket Level Data Screen (via some type of visual 'prompt', if necessary).

(4.8.7) Plate Level Penalty Detail Screen

The Plate Level Penalty Detail screen shall contain information about the fines and corresponding penalties (late penalty and RMV penalty) for each ticket as well as payment data.

The Plate Level Penalty Detail Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

Summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, must also be provided.

(4.8.8) Plate Level Notice Detail Screen

The Plate Level Notice Detail Screen shall contain detailed information regarding the dates and corresponding types of notices sent for each ticket.

The Plate Level Notice Detail Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

Also, minimum of five notices per ticket per screen should be provided. Further, summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, shall also be provided.

(4.8.9) Registry Data Detail Screen

The Registry Data Detail Screen shall contain information regarding the vehicle registration for each ticket- initiated request.

The Registry Data Detail Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

For each violation record, in addition to containing summary level registration data, instructions for performing additional functions and a notation to indicate additional information contained on more screens, the Registry Data Detail Screen shall provide the following information:

- 1) The violation number;
- 2) The date that a returned name and address request was posted to the Vendor's PVPMISS;
- 3) The expiration date of the plate at the time of the request (date returned by RMV);
- 4) The registration vehicle make as recorded by the RMV;
- 5) The registration vehicle make as recorded on each ticket;
- 6) A notation that the information was provided by: (a) the RMV, (b) was manually updated to the system or (c) other (i.e., NCOA);
- 7) The RMV error code, if any, provided by the RMV;
- 8) Returned mail (Nixie) data.

(4.8.10) Suspension Detail Screen

This Suspension Detail Screen shall contain information regarding suspension information for each ticket assigned to a license plate

The Suspension Detail Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

In addition to summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, the following information must be provided for each ticket:

- 1) Ticket number;
- 2) The date the suspension is to be lifted;
- 3) Date and time of the hearing to be held;
- 4) The final disposition code of the ticket including any reduction in amount due.

(4.8.11) Chronological Payment Data Screen

The Chronological Payment Data Screen shall contain information regarding the most recent ticket payments for a plate in order of latest payment first.

The Chronological Payment Data Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

In addition to summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, the following information must be provided for each ticket:

- 1) Ticket Number;
- 2) Type of payment related transaction, for example, 'Payment' or 'Bounced Check';
- 3) Method of each payment, e.g., cash, check, etc.;
- 4) Location of most recent payment/adjustment;
- 5) Amount of most recent payment;
- 6) Payment batch;
- 7) Date payment was updated to PVPMISS.

(4.8.12) Alternate Name / Previous Plate Ownership Screen

The Alternate Name/Previous Ownership Screen shall provide information regarding: (a) the name associated with a ticket when that name is different from the registrant name (for example, for lease and rental registrations), and (b) SWAP tickets, i.e., when a registrant 'swaps' one plate for another but still has tickets outstanding on the initial plate. While the City desires these two functional areas to be included on one screen, they may be separated onto separate screens.

The Alternate Name/Previous Plate Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

In addition to summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, the following information must be provided for each ticket:

- 1) Ticket Number;
- 2) SWAP Plate shows the plate number to which the ticket was issued if said plate number is different from plate record that was accessed;
- 3) Alternate Name shows the name associated with the ticket (such as for a rental customer) when said name is different from the plate record name / registrant that was accessed;
- 4) Lease/Rental Indicator which, if notated, shall indicate that the plate is a rental/lease or multi-owner vehicle;
- 5) Effective Date, which (a) for a SWAP plate is the effective date of the vehicle/plate that received the ticket, and (b) for a lease/rental/multi owner plate and SWAP plate is the latest effective date on record.

(4.8.13) Ticket Initial Processing / Pending System Action Detail Screen

The Ticket Initial Processing/Pending System Action Screen shall provide a summary of initial processing action and scheduled impending (system generated) action.

The Ticket Initial Processing/Pending System Action Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

In addition to summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, the following information must be provided for each ticket:

- 1) Ticket Number;
- 2) Date ticket was added to the Master Violations File;
- 3) The Batch Number and Julian Date in which the ticket was processed;
- 4) The microfilm number on which the ticket was recorded;
- 5) The Next System Generated Action (and the scheduled Date) to be taken on the ticket, for example, initial name and address request, subsequent name and address request, next specific notice type to be generated, non-renewal action, etc.

(4.8.14) Issuing Officer Detail Screen

The Issuing Officer Detail Screen shall contain information regarding the issuing officer for each parking ticket assigned to a plate.

The Issuing Officer Detail Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

In addition to summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, the following information must be provided for each ticket:

- 1) Ticket Number;
- 2) The Agency Code of the issuing officer (e.g., BTD, Boston Police Dept., Fire Dept., etc.);
- 3) The Division (of the Agency), if applicable, of the issuing officer (e.g., MDC Police/Division 2);
- 4) The Badge Number of the issuing officer;
- 5) The Route Number in which the ticket was issued;
- 6) The Color Code of the vehicle as recorded on the ticket;
- 7) The Make of the vehicle as recorded on the ticket;
- 8) The Style of the vehicle as recorded on the ticket;
- 9) The Meter Number associated with the ticket, if any;
- 10) The Time of ticket issuance (two times if applicable);

(4.8.15) Ticket Status Screen

The Ticket Status Screen shall contain summary information regarding notices sent and the payment status for each ticket assigned to a plate.

The Ticket Status Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate. In addition to summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, the following information must be provided for each ticket:

- 1) Ticket Number;
- 2) Issue Date;
- 3) Most Recent Notice Type Sent for each ticket;
- 4) Date Of The Most Recent Notice Type Sent for each ticket;
- 5) The Current Status of each ticket which shall include the following Status types: Unpaid, Paid, Penalty Dismissal, Dismissed, Hold/Suspended, Seizure Eligible, Non-Renewal Action Taken;
- 6) The Date The Current Status Was Recorded;
- 7) Fine Amount for each ticket;
- 8) Combined Penalty Amount for each ticket;
- 9) Total Amount Due for each ticket;
- 10) Total Amount Paid for each ticket.

(4.8.16) Comprehensive Notice Creation Date Detail Screen

The Comprehensive Notice Creation Date Detail Screen shall provide information regarding the processing / creation dates for each type of notice sent for each corresponding ticket.

The Comprehensive Notice Creation Date Detail Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

Further, a minimum of five notices and creation dates (see below) should be provided per ticket per screen.

In addition to summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, the following information must be provided for each ticket:

- 1) Ticket Number
- 2) Notice Type (verbiage or code)
- 3) Creation or Mail Date of notice.

(4.8.17) Comprehensive Non-Renewal Hold Data Detail Screen

The Comprehensive Non-Renewal Hold Data Detail Screen shall provide information regarding each ticket's non-renewal hold status at the Massachusetts Registry of Motor Vehicles.

The Comprehensive Non-Renewal Hold Data Detail Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

In addition to summary level registration data, instructions for performing additional functions and (if applicable) a notation to indicate additional information contained on more screens, the following information must be provided for each ticket:

- 1) Ticket Number;
- 2) Hold Status Code (to accommodate various scenarios relating to both the request and acceptance of the non-renewal-related request of (a) marks, (b) mark re-request, (c) clear, (d) clear re-request;
- 3) SWAP Information (if tickets were issued to another plate) to include, at a minimum, date of SWAP;
- 4) RMV Error Code (the RMV provides reasons why, for example, a mark request is rejected by the RMV).

(4.8.18) Seizure Status Detail Screen

The Seizure Status Detail Screen shall provide information regarding the seizure / boot status of each parking violation.

In addition to only listing those violations in seizure status (and the date assigned to said status), summary level registration data must also be provided as well as instructions for performing additional functions and a notation to indicate additional information contained on more screens.

The Comprehensive Non-Renewal Hold Data Detail Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

(4.8.19) Correspondence Detail Screen

The Correspondence Detail Screen shall provide information regarding the correspondence generated in response to a violator inquiry, for each ticket.

The Correspondence Detail Screen should accommodate a minimum of ten violation records (per plate) per screen prior to scrolling to 'page 2', etc., for a particular plate.

Summary level registration data, instructions for performing additional functions and a notation to indicate additional information contained on more screens must also be provided.

(4.8.20) Disposition Summary Screen

This screen shall contain information regarding the hearing and the subsequent disposition and payment for each parking ticket. Summary level registration data, instructions for performing additional functions and a notation to indicate additional information contained on more screens, must also be provided.

(4.8.21) Violation Payment Adjustment Screen

The PVPMISS must contain an element to allow for the on-line processing of violation / violation related payment adjustments by authorized City and Vendor staff. For example, a person who paid a ticket which was subsequently dismissed at a hearing may request the City to apply the amount paid on the dismissed ticket to be applied to another outstanding violation.) Adjustments entered shall be reflected on-line real-time in all systems and subsystems of the PVPMISS.

The PVPMISS must provide access to the screen utilized to perform this function via screens of primary interest.

The parking violation payment adjustment screen must contain the following information as well as instructions for performing additional functions and a notation to indicate additional information contained on more screens:

- 1) Ticket number for which adjustment is to be performed
- 2) State plate, registration number and plate type
- 3) Fine amount, penalty amount, amount paid, adjustment amount and total amount due for ticket
- 4) A titled field to record the total amount of adjustment (both debit and credit)
- 5) A titled field to record the method of payment
- 6) A titled field to record the type of adjustment (debit or credit)
- 7) BTD/OPC Cash Number

(4.8.22) Name and Address Adjustment Screen

The PVPMISS shall allow for authorized City and/or Vendor staff to adjust or delete the name and address of a registrant, on-line, with such data reflected in the PVPMISS within 24 hours, via registration number or ticket number.

For example: Person (A) returns plate to RMV; The RMV reissues plate to person (B). Person (B) receives parking tickets but person (A) receives the dunning notices for those tickets. Therefore, the name and address on the PVPMISS must be changed to reflect ownership of the plate by Person (B) so that Person (B) can receive dunning notices.

The PVPMISS shall provide access to the screen utilized to perform this function via screens of primary interest.

The Name and Address Adjustment Screen must contain the following information as well as instructions for performing additional functions and a notation to indicate additional information contained on additional screens:

- violation number and location
- registration number
- registration effective date
- drivers license number
- last name, full name, address(es), address status and date of birth of currently listed owner
- full name and address(es) of 'new' owner
- expiration date of registration
- a notation to indicate if the vehicle is a rental vehicle

(4.8.23) Citation Adjustment Screen

The PVPMISS shall allow authorized City and/or Vendor staff to correct information relating to ticket data or plate data on-line with such data reflected in the PVPMISS within 24 hours.

For example, if a registration number was recorded by the issuing agent or data entered incorrectly, OR if the incorrect violation code was recorded or data entered, such data must be corrected on the PVPMISS.

The PVPMISS shall allow access to the screen utilized to perform this function via screens of primary interest.

The Citation Adjustment Screen must contain the following information for 'OLD/INCORRECT' data as well as 'NEW/CORRECT' data and instructions for performing additional functions and a notation to indicate additional information contained on more screens:

- violation number
- state plate (and color, type and year for 'NEW/CORRECT' data)
- violation location and route
- violation issue date, time(s), fine amount, meter number
- badge # of issuing agent and agency
- additional violations for 'NEW/CORRECT' data

4.9

ON-LINE, REAL-TIME CLAIMS PROCESSING SYSTEM

(4.9) ON-LINE, REAL-TIME CLAIMS PROCESSING SYSTEM

(4.9.0) Real-Time and Comprehensively Integrated System and General Purpose

The Vendor must provide an efficient and effective On-Line, Real-Time Claims Processing System (Claims Processing System) that is comprehensively integrated with all systems and system elements that are set forth in this RFP.

The City shall utilize the Claims Processing System for:

- 1) Public Inquiries That Result In Disputes
- 2) Lease/Rental/Taxi Violation Processing.

These areas are not mutually exclusive. Lease/rental/taxi processing can involve inquiries that relate to disputes.

Further, and of great importance, the numerous transaction types for 'Public Inquiries That Result In Disputes' are not mutually exclusive in the sense that a non-hearing-related dispute often results in a hearing-related dispute.

(4.9.1) Importance of System

The BTD/OPC expects to receive phone, walk-in, and mail inquiries that result in disputes at a proportion of approximately seven to ten percent of tickets issued during a year. The City shall utilize a comprehensive information network (of which the PVPMISS is an integral part) in conjunction with a comprehensive, responsive and flexible administrative review process and hearings to maximize responsiveness to public inquiries and the resolution of disputes. The Vendor's Claims Processing System must fully support the City's efforts to optimize responsiveness.

The comprehensiveness and accuracy of the data and information in the PVPMISS, in combination with the ability and ease of staff to access and use the data and information to maximize responsiveness to the public, has a direct bearing on the City's ability to utilize enforcement and collection programs to achieve compliance with its traffic and parking regulations and attain its transportation goals.

(4.9.2) Security and Controls

The Vendor shall accommodate system security controls according to the City's specifications over the processing of disputed violation dispositions to ensure that they are approved by authorized persons only. System security shall be accommodated via the restriction to perform some functions by authorized City personnel (i.d. level) and via the restriction to perform some functions by distinct terminal or workstation designation.

(4.9.3) Direct Access From General Inquiry Screens and User-Friendly, Efficient and Effective Inquiry and Data Entry

The Claims Processing System shall be directly accessed from any plate-level-listing-of-violations screen that is described in the 'General/Universal Inquiry Screens' section of this RFP so as to efficiently and effectively utilize PVPMISS data and information (e.g., plate number, violation number, name and address, violation type, violation location and time, etc.) in a manner that minimizes data entry and optimizes the efficient and effective use of data entry.

The on-line data inquiry and data entry of all claims processing related statuses, activities and events must be provided for in a user-friendly and operationally convenient, efficient and effective manner.

The Claims Processing System shall provide for the selection for processing of: (i) a single ticket and (ii) a group/sequence of tickets.

Also, the Claims Processing System shall at a minimum provide for the selection of the following categories of tickets for processing: (a) all open tickets (greater than zero amount due), (b) tickets which are seizure eligible, (c) tickets which are marked for non-renewal of driver's license or registration, and (d) all tickets whether open or closed (zero or less amount due).

Further, summary dispute claims information shall be displayed at the plate and ticket level as described in the 'General/Universal Inquiry and Customer Service Screens' section of this RFP. This information shall include case number, dispute code, abbreviated dispute description, date and time of suspend, date of request, date of reactivation, date of update, hearing date and time, and result of dispute (e.g., dismissed, penalty dismissed, denied, etc.).

(4.9.4) Data Capture of Name and Address

As stated, when the name and address of the person/entity making a dispute is the same as the registered owner, the Claims Processing System shall provide for the automatic capture/input of this data.

However, the name and/or address of the person/entity making a dispute is sometimes (for disputes) or always (for lease/rental/taxis) different from that of the registered owner. For these cases, the Claims Processing System must provide for the efficient data entry and effective handling of vehicle operator name and address. The Vendor's PVPMISS shall reflect and distinguish vehicle operator name(s) and address(es) at the violation level while retaining the registered vehicle owner's name and address at the registration level. Further, this shall be provided in a manner that ensures that the operator name is only data entered once (unless a correction is required) regardless of subsequent updates to the dispute record.

Communications (letters of reply) from the City relating to a disputed ticket shall utilize the violation level name and address.

(4.9.5) Inquiries That Result In Disputes

(4.9.5.0) General Functionality

In addition to other requirements set forth in this section, the Vendor must provide for the following functions:

- a) upon completion of data entry, place violation(s) in suspend/hold status for various lengths of time depending upon claims type;
- b) update or re-classification of claim;
- c) automatically decrement disputed tickets from seizure eligibility determinations;
- d) automatically prevent the taking of non-renewal action for disputed tickets that are not in non-renewal status;
- e) automatically hold late penalties temporarily in abeyance;
- f) automatically, temporarily or permanently discontinue noticing of disputed violations;
- g) temporarily (and automatically) back out late penalties pending reactivation of violations whose claims 'receipt date' (postmark date) was prior to penalty application date;
- h) record dismissals of late penalties due on outstanding violations;
- i) record dismissals of unpaid parking fines;
- j) automatically schedule hearings based on hour, day and other scheduling parameters;
- k) automatically reactivate the normal processing of disputed violations that are not dismissed and that remain outstanding, i.e., resume penalty assessment, normal noticing, boot determination, RMV processing, etc;
- l) generate letters in accordance with specifications provided by the City;
- m) maintain history of claims transactions.

(4.9.5.1) Important Characteristics and General Categories of Disputes

The Vendor shall accommodate the following general categories of disputes which shall require, subject to increase, approximately sixty (60) to eighty (80) separate dispute codes:

- 1) SUMMARY DISMISSALS -- such as 'broken meter', 'deceased registrant', 'valid resident parking sticker', etc., can be summarily dismissed without need for either a hearing or further investigation due to supporting documentation. For this category of dispute, the summary dismissal is typically the initial dispute transaction.
- 2) REQUESTS REQUIRING BTD VERIFICATION -- are put on hold pending a BTd investigation of a 'broken meter', 'sign verification' or other matter. Following the investigation, the violation(s) in question is either: (a) dismissed by staff, or (b) denied by staff with a time-based option to appeal the violation further via a hearing. In the event that an investigation cannot be completed within a time parameter to be determined by the City, the System shall automatically dismiss the violation.
- 3) REQUESTS REQUIRING ADDITIONAL DOCUMENTATION -- are put on hold for a specified time period pending receipt, from the customer, of supporting documentation such as a 'stolen license plate/stolen vehicle report', 'proof of vehicle disability', 'proof of payment', etc. Following receipt of documentation, the violation can be dismissed or denied (said denial would be specific, such as 'proof of payment was for another violation').
- 4) DENIAL OF REQUEST FOR SUMMARY DISMISSAL -- are put on hold pending instructions from the customer. This category of dispute requires a general denial response from the City in addition to specific explanations of denial to individuals who, due to misinterpretation of parking regulations (such as a Handicap Plate parking in a 'No Stopping or Standing' area, etc.), believes that their violation should be summarily dismissed without the need for a hearing. These claims are put on hold for a specified time period pending the customers decision to pursue the matter at a hearing (which depending upon circumstances, could be via the mail or in person).
- 5) REQUEST FOR HEARING -- for claims requiring subjective judgement (for example, a 'Hydrant' or other public safety violation that is completely and accurately filled-out) or, following an investigation with an adverse judgement (for example, the BTd found that the sign was clearly visible, etc.); or following customer instruction for a violation on hold.
- 6) MISCELLANEOUS -- for example, 'I never received ticket on car and therefore should not pay late penalty', 'general suspend' which allows the City to put a violation on hold for a flexible time period (for bankruptcies, etc.), etc.

It is very important to note that, with the exception of 'summary dismissal' transactions, all of these claims are subject to re-classification to another category and claim type depending upon customer instructions. More than half of all original claim types/codes are re-classified by City staff. Therefore, it is of the utmost importance that original dispute records be updated and re-classified in a manner that only requires the insertion of an updated transaction code.

Further, an initial letter with pre-programmed text corresponding to the specific claim type shall be automatically generated by the Vendor prior to the start of the business day following input of the original transaction code (see below) so that the correspondence can be mailed on that day. Excluding in-person hearing decisions, subsequent letters corresponding to an updated claim type shall also be generated by the Vendor in similar fashion. For example, a customer who requests a hearing for a claim that was denied shall receive correspondence regarding the scheduled hearing.

At present (and subject to increase), there are approximately one hundred (100) claims processing correspondence letter types that can be sent to a customer.

Regarding transaction codes, the City desires to employ 'straight' numeric codes. At present, the City utilizes three character numeric transaction codes. This code format is also used for transactions other than claims processing correspondence, e.g., penalty #1 dismissal -- however, each code is unique to a particular transaction.

(4.9.5.2) Correction and Revision Capability

Due to vague or unclear instructions from the public or due to the misinterpretation of a request on the part of City staff, a claim record may have to be re-classified to another claim code. Also, a dismissal record's batch number may have to be corrected since batch numbers are currently assigned manually from a pre-arranged listing and errors occur on occasion. The Claims Processing System must accommodate on-line revisions to an original or revised claims processing record.

Corrections/revisions must be accommodated at any point in time prior to re-activation of the violation in question.

In the event that a revision is made on the same day that the original/initial record was created, only correspondence relating to the revised claim shall be generated.

A history of the original (incorrect) transaction data must be maintained and must be accessible.

Once a Claims Processing record has been revised, the System must clearly and prominently display a notation of said action for all subsequent inquiries.

(4.9.5.3) Case Number for Non-Dismissals

The On-Line Claims Processing System shall assign a system generated 'case number' (at present 11 characters) to each non-dismissal claim transaction. (The case number for non-dismissal claim transactions updated to dismissals manually is overlaid [i.e., data entered], with a batch number by City staff.) The case number must be reflected at the ticket level.

The Vendor shall provide edits to ensure only one case number is assigned per ticket regardless of the number of transactions performed at the ticket level. For example, a complaint regarding a missing sign would be assigned a case number upon data entry of the complaint (the first transaction). If the investigation into the missing sign provided no basis to dismiss the violation and the complaint was then updated to a hearing (a subsequent transaction) a new case number shall not be assigned.

In addition to name and ticket number, the On-Line Claims Processing System shall accommodate efficient and user- friendly access to disputed ticket claims via case number.

Case number for claim transactions processed via the Correspondence Imaging Workflow System shall be the workflow-system-generated document identification number.

(4.9.5.4) Batch Number for Dismissals

As discussed in the preceding paragraphs, the On-Line Claims Processing System shall accommodate the entering of a batch number for dismissed violations. This number shall be reflected in the PVPMISS at the ticket level.

(4.9.5.5) Claims Processing Prior to Violation Record Update

The Vendor shall provide for the complete processing of claims transactions prior to the update to the Master Violations File of a violation record. Upon update of the violation record to the Master Violations File, the claims transaction shall be included with the violation record.

(4.9.5.6) Additional Requirements

The Vendor shall provide for the following additional requirements:

- a) Add registrant names and addresses on-line when necessary. This refers to plate records that are absent of name and address information or where the information is inaccurate. This requirement is also discussed in various sections of this RFP such as 'RMVs Interface' and 'Dunning Notice System'.
- b) Assess boot eligibility via unique correspondence code. Refer to 'Boot and Tow' section of this RFP.
- c) Adjust violation type and fine amount information according to the City's written instructions. This is needed in the event a 'Zone A' No Parking violation (for \$55) should actually be a 'Zone B' No Parking violation (for \$10), etc.
- d) Reassign names and addresses to outstanding violations in the event a determination is made that an existing name and address is no longer valid.
- e) Re-apply payment amounts from one violation to another violation and retain debit/credit data.
- f) Decrement from overpaid or dismissed violations the amount of refund made.

(4.9.5.7) Hearing Scheduling

The Vendor shall accommodate, in a real-time mode, the scheduling of adjudication hearings via the following elements and features:

- a) Accommodate the selection of a determination of the number of hearing slots available, scheduled, and open for any given day or time, and capability for manual override.
- b) Accommodate an on-line message with manual override to prevent scheduling of the same tickets twice, and on-line edit features to ensure valid date, time and hearing officer code.
- c) Accommodate automatic search and scheduling of open time slots based on hearing officer availability and hearings capacity for specific dates and hours of the day.
- d) Accommodate a nightly update to close scheduling hearings if the hearing date is within a specified time period, with capability for manual override. For example, hearings shall be scheduled a minimum of ten (10) days in advance. Therefore, the On-Line Correspondence System shall accommodate an edit to ensure that a hearing date of less than ten (10) days from the current date is not selected.
- e) Accommodate a minimum of six (6) different types of hearings. The On-Line Correspondence System shall utilize acceptable codes (a distinct code for each type of hearing) to reflect this data in the Master Violations File.
- f) Accommodate the printing of hearing disposition forms on-line, real-time. Specifications for this form shall be provided by the City.

(4.9.5.8) Hearing Dispositions

The Vendor shall accommodate, in a real-time mode, the updating of hearing dispositions:

- a) Accommodate system logic to incorporate table values (or suitable alternative) for hearing dispositions, to include the holding of respondents liable for fines and/or penalties; reduce the amount owed; reduce penalties; administratively dismiss violations; indicate a failure to appear by the violator; or indicate a denial of a request for a hearing. The system logic shall ensure automatic settling of fines and penalties after the entry of a disposition action, and on-line editing to ensure that the disposition code entered matches the codes pre-entered into the system by the Vendor.
- b) Accommodate the entering of data relating to each hearing, including officer code, type of hearing, disposition code and reduced amount or elimination of fine and/or penalty.
- c) Accommodate the entering of a single disposition for all tickets, being contested at the hearing, on a registration.

(4.9.5.9) On-Line Edits and Controls

The Vendor must provide comprehensive edits and controls for this important function.

The Vendor must provide on-line editing to ensure that the disposition code entered matches a code pre-entered into the System by the Vendor.

The Vendor must provide on-line editing to ensure that the disposition code can be entered only once or that duplicate entry results in a single transaction.

Further, the Vendor must provide on-line system logic to incorporate table values (or some other type of effective edit and control) for all dispute transaction codes so as to prevent an undesirable combination of codes.

(4.9.5.10) Reports

The Vendor shall deliver to the City daily reports of all dispositions processed which shall contain cumulative processing totals for the current week, month and fiscal year as well as daily totals of all dispositions processed by terminal and clerk identification number.

The Vendor shall deliver to the City the following On-Line Claims Processing System reports:

- a) A daily report listing, by process date and user i.d / name, for each transaction, the type of letter sent, name of the correspondent, ticket number(s), state plate and registration number.
- b) A daily report listing, in data entry case number order, all tickets processed for a hearing hold (pending scheduling of a hearing date) on a daily basis.
- c) A daily report listing the scheduling of all tickets for a hearing date on a daily basis.
- d) A daily report listing, by batch number order, all violations dismissed on a daily basis.
- e) A weekly report of all correspondence activity for each process day in the reporting period listing the number of each type of correspondence letter sent.
- f) A daily report of all suspend transactions processed on a daily basis.

(4.9.5.11) Non-Hearing Processing Screen

The Vendor shall accommodate the on-line processing of non-hearing disputed ticket claims from a single claims processing screen. Upon completion of data entry, non-hearing dispute transactions shall be reflected on-line real-time in all PVPMISS systems and subsystems.

The PVPMISS must provide access to the screen utilized to perform this function via screens of primary interest / usage and other processing screens. The Non-Hearing Processing Screen must contain the following information as well as instructions for performing additional functions:

- a) Date and time of inquiry
- b) System access i.d. number of the staff person performing the transaction
- c) Screen title
- b) Automatically assigned alphanumeric case number
- e) A titled field to record the type of dispute and a notation as to how the inquiry was received
- f) The name, with the last name repeated, and address of the registrant
- g) A titled field to prompt letter generation
- h) A titled field to record an internal BTD/OPC comment code

(4.9.5.12) Suspend Processing Screen

The Vendor shall accommodate, from a single claims processing screen, the on-line processing of violation dispositions resulting in the generic temporary cessation/suspension of system activity for such violations. Upon completion of data entry, these transactions shall be reflected on-line real-time in all PVPMISS systems and subsystems.

The PVPMISS must provide access to the screen utilized to perform this function via screens of primary interest. The Suspend Processing Screen must contain the following information as well as instructions for performing additional functions:

- a) Date and time of inquiry
- b) Date and time of processing
- c) Screen title
- d) A titled field to record the reason for suspension activity
- e) Automatically assigned alphanumeric case number
- f) Date on which system activity will resume
- g) A titled field to indicate the number of days activity will be held in abeyance
- h) A titled field to record a BTD/OPC internal code or comments
- i) A titled field to record the type of letter associated with the suspension transaction and how the inquiry was received
- j) A titled field to prompt letter generation
- k) The system access i.d. number of the staff person performing the suspension transaction
- l) The full name, with last name repeated, and address of the registrant
- m) Confirmation of completion of the transaction.

(4.9.5.13) Hearing Request Screen

The Vendor shall accommodate the on-line processing of hearing requests from a single claims processing screen. Upon completion of data entry, hearing request transactions shall be reflected on-line real-time in all PVPMISS systems and subsystems.

The PVPMISS must provide access to the screen utilized to perform this function via screens of primary interest. Hearing transactions entered must be reflected on-line real-time in all PVPMISS systems and subsystems.

The Hearing Request Screen must contain the following information as well as instructions for performing additional functions:

- a) Date and time of inquiry
- b) Screen title
- c) A titled field to record the hearing officer
- d) A titled field to record the hearing date
- e) A titled field to record the hearing time
- f) A titled field to record the hearing room
- g) A titled field to record the date on which system activity will resume
- h) A titled field to record the hearing type
- i) A titled field to record BTD/OPC comments
- j) The BTD/OPC alphanumeric case number
- k) The number of hearing appointments available
- l) The number of hearing appointments required for the transaction
- m) A titled correspondence record section to include:
 - i) A titled field to record the type of correspondence associated with the hearing request and how the request was received
 - 0
 - ii) A titled field to prompt letter generation
 - iii) The name, with last name repeated, and address of the registrant
- n) Confirmation of completion of the transaction

(4.9.5.14) Hearing Outcome Processing Screen

The Vendor shall accommodate the on-line processing of parking violation and violation related hearing outcomes from a single claims processing screen. Hearing outcome transactions entered must be reflected on-line real-time in all PVPMISS systems and subsystems.

The PVPMISS must provide access to the screen utilized to perform this function via screens of primary interest. The Hearing Outcome Processing Screen must contain the following information, instructions for performing additional functions and a notation to indicate additional information contained on more screens:

- a) Date and time of inquiry
- b) Screen title
- c) A titled field to indicate the inclusion of multiple violations in the transaction
- d) A titled field to record the hearing officer
- e) A titled field to record the BTD/OPC code and plea
- f) A titled field to record BTD/OPC comments
- g) A titled field to record the date and time of the hearing
- h) A titled field to record the BTD/OPC type of hearing and hearing room
- i) The BTD/OPC alphanumeric case number
- j) The total dollar amount due for the ticket(s) involved
- k) The ticket number involved
- l) A titled field to record the final disposition code
- m) A titled field to record the final plea
- n) A titled field to record the ticket reduction amount
- o) The dollar amount of the violation fine
- p) The dollar amount of up to five individual penalties
- q) The total dollar amount due for the violation
- r) Confirmation of completion of the transaction

(4.9.5.15) Note Regarding Claims Processing Screens:

Prospective Vendors shall be advised that it is acceptable to combine more than one claims processing requirement onto a single screen -- so long as said screen is user-friendly and efficient and effective.

(4.9.6) Lease/Rental/Taxi Vehicle Ticket Claim Processing

Lease / Rental / Taxi Vehicle Claims Processing is designed to coordinate the special handling of violations identified to leasing companies, rental agencies or taxi companies. Lease, rental and taxi registrants are not held liable for violations incurred by the vehicle operator given that the registrant complies with the provisions of Massachusetts General Laws, Chapter 90, Section 20E as amended by Chapter 699, acts of 1985. The law can be summarized as providing for:

- Issuing the registered owner of the vehicle a written notice of each violation stating required ticket issuance data (Note: The Vendor must generate and send this initial dunning notice).
- Within forty-five (45) days from the date of noticing the registered owner is to supply the City with the name and address, date of birth, and license number of the vehicle operator responsible for the violation. Compliance with this provision of the law, along with payment of a surcharge, shifts the burden of violation payment to the operator of the vehicle.
- The City will upon receiving the operator name and address, issue a hearing notice to the operator of the vehicle.
- If the operator information is not forwarded to the City within the 45 day period, the registered owner of the vehicle is held liable for the violation. In these cases the City will not assign the violation to the operator of the vehicle when the name is supplied after the deadline.
- The Parking Clerk collects a 60 cent surcharge fee for each lease, rental or taxi contract written in the City of Boston.

The Vendor shall provide the capability to turn off the regular dunning notice program, suspend the violation, remove a penalty, record a hearing date and disposition data as well as noticing data.

The Vendor shall also provide follow-up dunning notices and shall provide audit and tracking reports for surcharge payments.

(4.9.6.0) Lease / Rental / Taxi Vehicle System Functions

The Vendor shall accommodate the processing of the dispositions of lease, rental and taxi vehicle disputed ticket claims against the PVPMISS. The processing of such dispositions requires that the On-Line Claims Processing System accommodate the following functions:

- a) the entering of vehicle operator name, address and other data at the violation level. There may be different names and addresses for each violation contained on a registration and the system shall accommodate the entering of such data as well as the retention of the name, address and other data associated with the registered owner of the license plate at the license plate level.
- b) the temporary backing out of late penalties due on outstanding violations
- c) the automatic scheduling of hearings for violations issued to lease, rental and taxi vehicles upon receipt and entering of vehicle operator data to the On-Line Claims Processing System.
- d) the printing of a hearing disposition form via the On-Line Inquiry System which shall contain data relative to the dispute of lease, rental and taxi vehicle violations, specified by the City.

The On-Line Claims Processing System shall accommodate a minimum of two different correspondence letters to be sent on violations issued to lease, rental and taxi vehicles. The On-Line Claims Processing System shall utilize acceptable codes (a distinct code for each type of letter) to reflect this data in the PVPMISS.

The On-Line Claims Processing System shall accommodate a distinct code to reflect the automatic scheduling of a hearing for violations issued to lease, rental and taxi vehicles. These distinct codes shall be utilized to reflect this data in the PVPMISS.

(4.9.6.1) Lease / Rental / Taxi Processing Screen

The City shall utilize the features of the 'Hearing Request Screen' (discussed in the preceding pages) for this function.

(4.9.7) Mailing of Claims Processing System Correspondence / Letters

The vendor shall be responsible for the mail-house services and subsequent delivery of all Claims Processing System related correspondence / letters (e.g., disputes, hearings, lease vehicle, taxi) to the U.S. Postal Service as set forth in Section 4.11.17, 'Location of Notice Generation / Printing and Mail House Functions'.

4.10

REGISTRY OF MOTOR VEHICLES (RMVs) INTERFACE SYSTEM AND REQUIREMENTS

(4.10) REGISTRY OF MOTOR VEHICLES (RMVs) INTERFACE SYSTEM AND REQUIREMENTS

(4.10.0) Vendor/RMVs Personnel Interface and Relationships and Other Vendor Responsibilities

The Vendor must remain completely current with RMVs (especially the MA RMVs) specifications, technical or otherwise, and modifications or changes to the RMVs data bases, systems and procedures related to the PVPMISS.

Further, an inherent responsibility of the Vendor is to continuously analyze and research the elements that compose RMVs data and information.

The Vendor must interface with the RMVs personnel through telephone, memorandum and face-to-face communications so as to develop (where necessary), maintain and nurture a constructive, efficient and effective working and collaborative relationship with the RMVs, especially the MA RMV, regarding:

- a) the day-to-day and ongoing operations of the PVPMISS, and
- b) RMVs systems and operational changes or modifications that will directly, indirectly or potentially impact PVPMISS operations.

The responsibilities of the RMVs are numerous, diversified and wide-ranging in scope. In addition, resource constraints are experienced by the RMVs. These realities dictate that the City's PVPMISS management must, in effect, compete with numerous interests within RMVs and external to RMVs (especially the MA RMV) for RMVs considerations and resources.

The Vendor's required ongoing operational contact with the RMVs, in combination with the required and anticipated Vendors expertise in RMVs interface, places the Vendor in a unique position to collaborate with RMVs (especially the MA RMV) regarding: (1) the resolution of technical issues that effect the PVPMISS, and (2) acquiring, and acting upon under direction from (and in concert with) the City, information regarding planned changes to the parking ticket segment of RMVs systems or to changes to RMVs systems that will impact the PVPMISS.

(4.10.1) Manipulation and/or Interpretation of Data

The front-end capture of data and information (which includes, for example, the keypunch of parking ticket data and the update of that data to the PVPMISS) and the matching of Vendor-provided data and information with returned RMVs data and information shall require the accurate, efficient and effective manipulation and/or interpretation of data. This requirement is due to the realities and fundamental nature of the PVPMISS environment and results from the dynamic nature of registrant data and information as well as variability and/or inconsistency of data that may be provided to or returned by RMVs.

For example:

An RMV database may contain different registrants for a registration, or different plate issue dates for the same registrant who receives more than one ticket;

A motorist may register their vehicle with the same registration number under the name 'John Smith' during one registration period and as 'John T. Smith' for a different registration period;

An issuing agent may neglect to notate plate type on the parking ticket but sufficient information exists to successfully and accurately proceed with RMVs interface;

As issuing agent may indicate a plate type by writing an alpha prefix as part of the registration number;

(4.10.2) The Parking Ticket

The Boston parking violation ticket document is the initial and front-end link to RMVs interface for an issued violation. The Vendor must efficiently and effectively utilize data and information from the ticket in the conduct of their RMVs interface responsibilities.

The parking ticket is now in two versions. One is the handwritten type and the other is electronically generated from hand-held ticket writing devices. Copies of the parking tickets and instructions to issuing agents are provided in the Appendixes Document of this RFP. In addition to other information set forth in this section, these will help provide an understanding of the critical function of interfacing with RMV databases and the treatment of various data elements such as license plate types.

(4.10.3) License Plate Type Requirement

Numerous license plate types exist and must be accurately, efficiently and effectively handled by the Vendor. Within a particular plate type there may also exist a variety of sub-types. The Vendor must accommodate the different interface requirements of the RMVs in conjunction with data from the parking ticket in their treatment of plate types.

The RMVs Interface System must have the capability to distinguish between different license plate types and between license plate numbers that have identical configurations but that are distinct entities because they are different license plate types, e.g., passenger plate 123456 and commercial plate 123456.

In order to identify and distinguish license plate types, the system must segregate the tickets of the license plate owners and report through the on-line system whether the license plate is 'passenger', 'commercial', or 'other' type. The number of plates required to be distinguished could increase if the RMVs increase the number of plate types. The Vendors registrant requester systems must have the capability to identify the correct registrant due to this and other similar factors.

“Other” plate types (e.g., Taxi, Trailer, Bus, School Bus, etc.) are presently identified at the point of ticket issuance by the writing of two or three character alpha prefixes before the characters of the license plate.

(4.10.4) License Plate Color Requirement

For MA license plates, the RMVs Interface System must distinguish between license plates according to the color of the plate characters. Plate color capture and utilization is required whether plate numbers are unique configurations or are identical, differently colored plates. Plate colors that are currently in use are green, red and blue. In the event the RMV creates other plate colors the vendor would be required to add that color to their programming.

(4.10.5) Significant Character Requirement

The Vendor must accurately, efficiently and effectively accommodate the treatment of 'significant' license plate characters. These are plate characters that are neither alpha nor numeric but are significant in that they are required for the correct identification of a plate owner or to distinguish between plate owners.

At present, for MA plates this requirement relates to dots (".") for vanity plates and lightning bolts for ham operator plates. Also, the New Hampshire RMV employs plus ("+") and minus ("-") signs, along with other characters, with their plate series.

(4.10.6) Multiple Owner and Re-Issued License Plate Requirement

The RMVs Interface System must efficiently and effectively accommodate all scenarios where a license plate number and type has been issued to more than one registrant at different periods of time. The system must correctly assign tickets to the license plate owner who is responsible for their issuance.

(4.10.7) Splits and Combines

When tickets are issued to a specific registrant during one or more registration period of the same license plate and registrant data varies even slightly compared with previously received data, then the undesirable creation of separate registration files may occur. To address this reality, the Vendor must provide at a minimum automated, point-of-update logic to prevent a license plate from incorrectly separating ('splitting') into more than one record.

The Vendor must also provide at a minimum the on-line capability for City personnel to correct records that were "split". This would occur when a registration was incorrectly "split" because the level of variability in name and address information would require human judgment to resolve. The on-line correction of split registration records would, by necessity, be driven by a weekly, Vendor provided split plate report in state plate order.

4.10.8) Request and Processing of, and Edits and Controls for, Massachusetts Vehicle Owner Information

The Vendor must, at a minimum, request on a weekly basis vehicle owner (registrant) information from the Massachusetts Registry of Motor Vehicles database for each registration number appearing on issued tickets that are not completely paid or dismissed within a time parameter (from the date of issuance) established by the City (currently 15 days).

The selected request and acquisition interface option with the RMV database must maximize benefits to the City in regard to hit rate, accurate registrant identification and efficiency.

The Vendor's RMVs Interface System must contain comprehensive criteria, edits and controls so that both the availability and integrity of data are efficiently and effectively optimized.

The Vendor shall be proficient in the use of all registrant related data from parking ticket documents.

In order for a license plate record to be returned by the MA RMV, the fundamental requirement is that the date that the plate was issued to the registrant cannot be a point in time after the parking ticket was issued to the plate. The Vendor must be responsible for the subsequent interpretation, edit and control of the data on the returned record and the accurate, efficient and effective update and matching of returned records to existing records or creation of new records.

The Vendor shall add, edit and control to the Master Violations File newly acquired license plate and registrant information, including but not limited to the following: name, address, vehicle make, driver's license number, date of birth, plate issue date, confirmation date of received request, expiration date of license plate, RMV error code, plate type and plate color.

The Vendor shall, at its cost, purchase from the Massachusetts RMV, a new updated monthly file of all registrants. The Vendor must have the capability to utilize this file to obtain registrant data. The Vendor should also have the capability to receive and obtain registrant data on a weekly basis via tapes.

The Vendor shall add, match, edit and control to existing Master Violations File records license plate and registrant information, including but not limited to the following: name, address, vehicle make, driver's license number, date of birth, plate issue date, confirmation date of received request, expiration date of license plate, RMV error code, plate type and plate color, and custodial data for leased vehicles if available.

The RMVs Interface System must also provide edits and controls of the type that include, but are not limited to: analysis of license plate configuration; correct treatment of company or corporate names; exclude skeletal tickets; exclude pending requests; exclude completely paid or dismissed tickets.

In the course of utilizing returned registrant records, and in order to ensure the integrity of information, registrant identification information edits and controls should be applied on both ticket and plate level records and at key process control points.

The RMVs Interface System must accommodate changes or modifications to criteria, edits and controls in an efficient and effective manner.

Upon acquisition of registrant information, the Vendor must provide for the immediate on-line system access of parking ticket information by registrant name, driver's license number, violation number and registration number.

The Vendor may also be required to utilize the RMVs database for research and other purposes (i.e., generate special notices to all registrants of commercial vehicles).

(4.10.9) RE-Request and Processing of MA Vehicle Owner Information

The Vendor must provide a system for re-requesting and processing vehicle owner information from the Massachusetts RMV for:

tickets that fail violator noticing edit criteria such as license plate issue date match; and

tickets assigned to plates for which registrant data was not contained on the initial request.

For any single violation, the City would typically require two distinct re-requests of vehicle owner information.

The time-lag between an initial request and eligibility for a subsequent re-request, and between an unsuccessful re-request and eligibility for a subsequent (i.e., second) re-request may normally be forty-five (45) days.

Re-requests must be conducted, at a minimum, on a monthly basis for violations issued to MA license plates.

(4.10.10) ON-LINE Request and Processing of MA Vehicle Owner Information

The requirements relating to MA RMV Request and RE-request of vehicle owner information set forth in the preceding paragraphs are presently initiated through Vendor/RMV batch processing. However, in light of MA RMV interface trends and projections, the Vendor will likely be required to implement an on-line system for the purpose of requesting and processing MA registrant data. In such an event, the Vendor may be required to also continue to accommodate batch interface with the RMV, the level/volume of which would be determined by future developments.

(4.10.11) Request and Processing of, and Edits and Controls for, Out-of-State Vehicle Owner Information

The Vendor must request on a routine basis vehicle owner (registrant) information from the various out-of-state Registry of Motor Vehicles for each registration number appearing on issued tickets that are not completely paid or dismissed within a time parameter (from the date of issuance) established by the City (currently 15 days).

The City is extremely interested in and desires routine and frequent registrant information requests. The frequency of requests shall be conducted on the most advantageous schedule allowed and shall be based upon: (a) the need to acquire information at the earliest date; and (b) minimum volume requirements or other request criteria established by a particular state RMV.

The RMVs Interface System (for non MA states) must utilize the same types of adding and matching requirements and edits and controls described for Massachusetts vehicle owner information described in the preceding paragraphs. However, variability will exist between states and the Vendor must efficiently and effectively accommodate different license plate assignment systems, processing rules and/or matching criteria.

For out-of-state registrant identification, the City recognizes that the treatment or availability of driver's license number, date of birth, and plate color may vary.

Due to variability among various states and the possible lack of information of the type provided by the Massachusetts RMV, vehicle make must be included as an up-front edit and control element for out-of-state RMVs. However, the Vendor's RMVs Interface System must eliminate instances where a request transaction should be completed, but is not, due to an incorrect failure of a vehicle make match. For example, a vehicle make of "GMC" (General Motors Corporation) may be correctly entered onto the violation ticket by an issuing agent as the vehicle make while a particular RMVs data file may list the vehicle make as "Pontiac". For this example, the "GMC" make is in fact a "Pontiac" make.

(4.10.12) RE-Request and Processing of Out of State Vehicle Owner Information

The Vendor must provide a system for re-requesting and processing vehicle owner information from, at a minimum, high issuance out-of-state RMVs for:

tickets assigned to plates for which the state RMV could not provide registrant data on the initial request or the data could not be adequately matched.

The specific high issuance out-of-state RMVs will be identified via consultation with the City. At present they include New York, New Jersey, Maine, Rhode Island and Pennsylvania.

For any single violation issued to a top issuance state, the City would typically require a single re-request of vehicle owner information.

The time-lag between an initial request and a subsequent re-request must be approved by the City and shall be based upon: (a) the need to acquire this information at the earliest date; and (b) a consideration of the reason(s) why the initial request or re-request was unsuccessful. Re-requests should be conducted, at a minimum, on a quarterly basis for violations issued to out-of-state registrations.

(4.10.13) Identification and Analysis of Unsuccessful Vehicle Owner Identification Transactions

For both the MA RMV and Out of State RMVs, the Vendor must identify, via a comprehensive report, the reasons why registrant data was not provided by an RMV.

This report shall break-down into separate categories the reasons why information was not provided and shall provide appropriate volume and percentage information for these categories.

(4.10.14) RMVs System Interface Required for the Maximum Possible Number of Non MA States

Violations issued to out-of-state license plates account for approximately fourteen percent (14%) of all tickets issued annually. The City, as one component of traffic and parking management, is committed to collect and adjudicate the maximum possible number of violations that are issued. Also, the City is committed to an equitable and consistent approach in this endeavor through the equal concentration of efforts wherever possible.

Toward these ends, the City requires the Vendor to provide registrant information for the maximum possible number of license plates for the maximum possible number of out-of-state RMVs (including Washington D.C.), regardless of whether a particular state's interface is conducted in an automated or manual manner.

On the following page are listed all non-MA states in order of their historical and anticipated volume issuance. Each state's out-of-state volume of issuance is also included.

It should be noted that a particular state's percentage of out-of-state issuance may, in isolation, appear to be statistically insignificant. However, in combination with other such states the percentage may be statistically significant.

(4.10.14.0) IMPORTANT: In regard to the state of Vermont, it has historically proven to be problematic in terms of requesting registrant owner information. As a minimum requirement, the City requires the Vendor to provide registrant information for the following fifteen (15) non-MA states: New Hampshire, New York, Rhode Island, New Jersey, Connecticut, Maine, Pennsylvania, Florida, California, Virginia, Maryland, Illinois, Ohio, Texas, and Michigan. However, it is to the City's advantage to obtain registrant information from as many additional non-MA states as possible. (NOTE: For Connecticut, due to current cost considerations, the Vendor may only be required to obtain registrant data for registrations with two or more outstanding citations.)

It should be noted that the City will always be concerned about any issues relative to the above fifteen states which could be problematic in terms of requesting registrant owner information. In the event that a Proposer is aware that any such issues do exist to the extent that said issues would or could significantly impact the City's objectives, a Proposer should address the matter in their proposal and propose alternative non-MA RMV interface(s) which would approximate the problematic state's relative issuance. Also note, the City and the State of New Hampshire have an agreement that no dunning notices will be produced and sent where the vehicle make on the ticket does not match the vehicle make received from NH.

4.10.15 HISTORICAL AND ANTICIPATED
OUT-OF-STATE ISSUANCE

FY 2009 Out of State Issuance: 194,485

<u>State</u>	<u>Issuance</u>	<u>State</u>	<u>Issuance</u>
1) New Hampshire	39,949	(26) Oklahoma	709
2) New York	25,197	(27) Missouri	637
3) Connecticut	22,773	(28) Delaware	555
4) Rhode Island	19,761	(29) Wisconsin.	526
5) New Jersey	13,349	(30) Wash. D.C.	452
6) Maine	11,041	(31) Alabama	392
7) Florida	7,909	(32) Louisiana	357
8) Pennsylvania	7,584	(33) Kentucky	286
9) Vermont	4,773	(34) Iowa	270
10) Virginia	3,602	(35) Oregon	264
11) Maryland	3,515	(36) W. Virginia	261
12) California	3,440	(37) Kansas	256
13) Texas	2,399	(38) New Mexico	246
14) Illinois	2,343	(39) Nevada	210
15) Ohio	2,343	(40) Utah	188
16) North Carolina	2,127	(41) Mississippi	187
17) Michigan	2,027	(42) Nebraska	142
18) Georgia	1,914	(43) Arkansas	128
19) Arizona	1,504	(44) Montana	112
20) Indiana	1,392	(45) Alaska	84
21) South Carolina	1,105	(46) Idaho	81
22) Colorado	1,051	(47) Hawaii	56
23) Tennessee	959	(48) S. Dakota	46
24) Washington	794	(49) N. Dakota	30
25) Minnesota	760	(50) Wyoming	30

(4.10.16) Massachusetts “Section 5” License Plate Registrant Identification Information

The MA RMV maintains a separate file of a category of license plates referred to as Section 5 plates. The primary type of plates of immediate interest to the City within this category are the ‘dealer normal’ and ‘dealer vanity’ plates.

At a minimum of once a year, at the City's direction, the Vendor must secure (in tape format) from the MA RMV registrant identification information for the complete file of Section 5 plates. The Vendor must accurately, efficiently and effectively apply this information to the Master Violations File for those ‘dealer normal’ and ‘dealer vanity’ registrations that have outstanding tickets.

In addition to applying these registration records to the Master Violations File, the Vendor shall be required to create Multi Owner records of dealer entities in accordance with specifications described in the 'Multi Owner System' section of this RFP.

Further, in accordance with Multi Owner System specifications, the Vendor must provide for the consolidated noticing of these plates through the Statement of Parking Violations Notice and Seizure Notice and must make seizure eligible those dealer plates that qualify for seizure.

(4.10.17) Canadian Vehicle Owner Information

The City expects the Vendor to maximize registrant data acquisition by providing interfaces to Canadian Provinces for the purpose of securing vehicle owner information.

In FY 2009, approximately 1,100 tickets were issued to vehicles registered in the Province of Ontario.

(4.10.18) Data Entry of Vehicle Owner Information

The Vendor must allow for the manual data entry/input of vehicle owner information for all license plate records.

The Vendor's RMVs Interface System must be able to accommodate: (a) the creation of a registrant record where no record exists, and (b) the overlay of a new registrant record onto an existing record. In the case of a record overlay, the 'removed' record must be retained in a history file.

In terms of the requirements for this section, the on-line data entry of registrant information is required, at a minimum, for three distinct processes:

- (1) Where the Vendor is instructed by City staff or where City staff elect to perform themselves: (a) entering of an initial plate record onto an existing blank record; and (b) overlaying (substituting) a correct registrant record over an incorrect record (which was initially returned by an RMV as the result of a registrant information request);
- (2) Where City staff have through independent research identified a vehicle owner for the purpose of seizure or to generate on-line collection letters; and

(3) Where the Vendor is instructed by the City to accommodate name and/or address changes to registrant data obtained via the National Change of Address Registry (NCOA).

Each source of a registrant record must be distinctly noted by the Vendor's system.

Changes to a registrant record in the Vendor's system as a result of scenario number (1) above, must be treated by the Vendor's system as being received by an RMV (as RMV documentation is provided to and approved by the Vendor). The new registrant record must then be eligible for all time and eligibility based events set forth in this RFP. For example, the new record would: receive an Overdue Notice and any other applicable notices; be reviewed for seizure eligibility according to seizure criteria; be reviewed for non-renewal eligibility according to non-renewal criteria; etc.

For the addition of a registrant record made by City staff as a result of scenario number (2) above, action relating to the addition of a registrant record may be limited, at that point in time, to the transaction of principal interest. For example, the new record would receive On-Line Claims Processing System type notices but would not receive Overdue, Impending License Suspension or Registry Action Notification notices.

(4.10.19) License and Registration Non-Renewal: Mark Request and Processing and Edits and Controls

The Vendor shall generate and refer 'Mark Input Records' to the Massachusetts RMV so as to allow the RMV to match user (i.e., the Vendor) transaction input to the correct records on the RMV database for the purpose of vehicle registration non-renewal and driver's license non-renewal for unpaid tickets.

The Vendor shall subsequently retrieve and process returned 'Mark Response Records' from the RMV.

This interface with the RMV must be in accordance with RMV specifications for large volume non-renewal transactions.

The RMV interprets the identification of a registration to be composed of four main components:

- | | |
|-------------------------|----------------------------------------------------------------------|
| 1. Registration Number: | The digits and/or letters stamped on the plate |
| 2. Plate Type: | A three letter code used to identify the classification of the plate |
| 3. Plate Color: | A one letter code used to identify the color of the plate |
| 4. Issue Date: | Date of original issue of the registration. |

The intent of the above structure is for a given combination of these fields to be unique at any single moment in time.

In addition, key data elements required by the RMV for all non-renewal transactions are the Parking Ticket Number(s) and Violation Date(s). The Vendor must control their EDP environment and the data contained therein in order to maintain a high success rate while using this system.

A violation will be eligible for non-renewal action if the violation is not in a suspend status or not completely paid or dismissed one-hundred and five days (105) after ticket issuance.

The RMV's Interface System must contain comprehensive criteria, edits and controls to ensure the efficient and effective determination of non-renewal eligibility and the subsequent marking and acknowledgment of such markings at the RMV.

Upon RMV confirmation of non-renewal, a twenty dollar Registry Fee must be assessed to each affected violation in accordance with state law and ticket and plate level dollar amounts due must be recalculated. However, if payment is received (date of receipt is determined via received mail batch date) or dismissal or suspend status is initiated prior to non-renewal confirmation, then the twenty dollar fee shall be backed-out and an 'error clear' transaction shall be transmitted to the RMV.

Registrants affected by non-renewal action must be so notified through the Noticing Program and informed of the revised dollar amount due.

In the event that violations in non-renewal status are paid but the payment is returned by the maker's bank as unpaid due to a 'bad check' (e.g., bounced check), the Vendor must reactivate the violations to the non-renewal status and include those violations in the next available mark transaction interface. Further, the Vendor must generate and send "error clears" to correct "chargeable clears".

At present, non-renewal mark transactions must be processed and sent to the RMV on a monthly basis. Mark transactions "returned" by the RMV must be updated to the PVPMISS within twenty-four hours of their receipt.

At this time the City does not anticipate the need to conduct non-renewal interface with the RMV for abandoned vehicle violations. However, such interface may be required at a later date in time.

(4.10.20) License and Registration Non-Renewal: Mark **RE**-Request and Processing

The Vendor must identify the reasons why a referred violator name and/or license plate number was not accepted by the RMV for non-renewal action and re-refer those names and plate numbers to the RMV for non-renewal.

Non-renewal mark re-requests should be sent to the RMV with on-going mark requests and are presently conducted every four months.

The City would typically require a single mark re-request for a particular ticket.

The time lag between an initial and unsuccessful mark request and the subsequent mark re-request shall take into consideration the need to achieve a mark at the earliest date and the reason why an initial mark request was unsuccessful.

(4.10.21) License and Registration Non-Renewal:Clear Request and Processing and Edits and Controls

The Vendor shall generate and refer 'Clear Input Records' to the Massachusetts RMV so as to allow the RMV to match user transaction input to the correct records on the RMV database for the purpose of clearing records that have been marked for non-renewal that must be cleared from non-renewal status due to the disposition of tickets, by payment or otherwise.

The Vendor shall subsequently retrieve and process returned 'Clear Response Records' from the RMV.

This interface with the RMV must be in accordance with RMV specifications for large volume non-renewal transactions.

The Vendor must accommodate the "clear" function via computer tape as well as on-line transmission. (Refer to "On-Line Access" requirements discussed at the end of this section.)

Presently, clear transactions must be processed and sent to the RMV, via tape, twice per week. Immediately upon becoming eligible for a non-renewal clear, a marked record shall be included in the next available twice per week clear transactions. Clear transactions returned by the RMV must be updated to the PVPMISS within twenty-four hours of their receipt.

The RMVs Interface System must contain comprehensive criteria, edits and controls to ensure the efficient and effective determination of non-renewal clear eligibility and the subsequent clearing and acknowledgment of such clearing at the RMV.

(4.10.22) License and Registration Non-Renewal:Clear **RE**-Request and Processing

The Vendor must re-refer clear records that were sent to the RMV for non-renewal clear action but which were not accepted by the RMV.

Non-renewal clear re-requests should be sent to the RMV at a minimum on a quarterly basis.

(4.10.23) **ON-LINE** Processing of Non-Renewal Transactions

The requirements relating to MA RMV non-renewal transactions set forth in the preceding paragraphs are, as noted, presently initiated through Vendor/RMV batch processing for the vast majority of transactions. However, the Vendor must also provide an on-line system for this purpose via on-line access to the Massachusetts RMVs Uninsured Motorist System (UMS). For more information, refer to the paragraphs in this section entitled "Provision of On-Line Access to the MA RMV Licensing and Registration System".

(4.10.24) Financial and Other Accounting System and Adjustments for Non-Renewal Transactions

The RMVs Interface System must provide for complete and proper accounting for all fees which are owed to the RMV for non-renewal transactions.

In addition, the RMVs Interface System must provide for accurate and proper accounting for fees which were originally reported as owed to the RMV (by either the RMV's or Vendor's system) but were determined at a later date to be not owed to the RMV. These include, but are not limited to:

Tickets with both a payment and disposition

Tickets with a pay date prior to or equal to a mark date

Tickets with certain hold dates

Tickets with a charge clear that were confirmed that had adjustment transactions (bounced checks, refunds, clerical errors, etc.)

Tickets with a charge clear that were not confirmed

Tickets processed via both batch and on-line interface

(4.10.25) Registrant Name and Address History

The RMVs Interface System must provide a complete history of registrant name and address changes that may occur for a particular license plate record.

In addition to providing history for updated names and addresses, plate history must fully accommodate the following types of events: combines, splits, SWAPS, manual data entry of registrant identification, nixies and possible NCOA address changes.

Plate history must accommodate a minimum of five occurrences of history events.

(4.10.26) License Plate Swap Program

The purpose of the Swap Program is to:

a) identify and link vehicle license plates that have expired, been canceled, or have been turned in to the MA RMV with a newer license plate(s) that has been issued to the same individual or business entity, and

b) have the reporting capability to identify all past and current license plates of a registrant so that a determination can be made whether to link the license plates.

Historically, the MA RMV has often issued 'new' plates to registrants for their 'old' plates. Also, the RMV periodically replaces all plates or all plates for specific plate types with new plates.

In order to help ensure that the City is able to efficiently and effectively collect on tickets that have been issued to a vehicle owner's returned license plate as well as those tickets that have been assigned to a newly issued plate, the Vendor shall automatically, and on an on-going basis, link all tickets issued to a vehicle owner and shall provide such linkage on-line, at the plate inquiry level.

The Vendor shall also provide the capability to link (swap) license plates in a batch and on-line mode. (City staff will typically perform on-line SWAPS. Refer to the On-Line SWAP screen below.)

License plates shall be Swapped by the Vendor on an on-going basis through the matching of the following variables or a combination of those variables: registrant name, date of birth and driver's license number. For Swap transactions that should occur, the Vendor shall prevent blank variable fields in one or more plate records from not allowing a transaction to be completed.

When a Swapped vehicle owner's file is accessed through the on-line system the parking tickets issued to the retired license plate number(s) as well as the current number(s) must be presented. The Noticing Program must consolidate/accommodate the Swap information and notice all outstanding tickets whether they were issued to an old or current plate.

(4.10.27) On-Line SWAP Screen

As discussed above, the PVPMISS shall contain an element to allow for the on-line processing of the linking of tickets associated with an expired registration to a current registration -- in effect 'moving' unpaid parking tickets from an 'old' (expired) license plate to a "new" current license plate, by authorized City and Vendor staff. Swap transactions entered must be reflected on-line real-time in all PVPMISS systems and subsystems.

The PVPMISS must provide access to the screen utilized to perform this function via screens of primary interest. The on-line SWAP screen shall contain, at a minimum, the following information as well as instructions for performing additional functions:

- 1) Screen title
- 2) Date and time of inquiry
- 3) Expired registration data:
 - a) state plate, registration number and type
 - b) effective date of this registration
 - c) the name, address, license number, and date of birth of the owner of record
 - d) a notation to indicate if the violations are in a Massachusetts RMV non-renewal status.
- 4) Current registration data:
 - a) state plate, registration number and type
 - b) effective date of this registration
 - c) the name, address, license number, and date of birth of the owner of record
 - d) a notation to indicate if the violations are in a Massachusetts RMV non-renewal status.
- 5) Confirmation of completion of the transaction.

(4.10.28) Provision of On-Line Access to the MA RMV Licensing and Registration System

The Vendor shall be required to provide the City with on-line access to the Massachusetts Registry of Motor Vehicles computer system for, at a minimum, three important functions:

- 1) inquiry access to the Automated Licensing and Registration System (ALARS) for research and public service purposes; and
- 2) on-line Mark processing for ticket and plate records to be Marked for license and registration non-renewal.
- 3) on-line Clear processing for ticket and plate records Marked for license and registration non-renewal.

It should be noted that on-line non-renewal Clear transactions typically occur when ticket payment or resolution is made at City Hall and a "Certified Receipt" (which the RMV will honor as proof of Clear) is issued because a registrant must immediately renew their license or registration. The City and/or the RMV may require that marked records that are cleared on-line also be included in the batch clear process.

Depending upon developments at the RMV, the City may also require that lockbox payments for non-renewal tickets, once updated to the Master Violations File, be transmitted on-line to the RMV as clear transactions.

The RMV requires that on-line access to their ALARS and Non-Renewal System be provided in a host/guest mode within a system historically known as the Uninsured Motorist System (UMS). The RMV refers to this technological configuration as UMS-GUEST. The general configuration is that the UMS-GUEST runs on some computer other than that at the RMV. Based on terminal input, the UMS-GUEST relies on the RMV computer for support (database) services.

(4.10.29) Interface to Other RMV Databases

The Vendor shall be required to interface with other RMV databases such as the Handicapped Placard Database, etc., to obtain information that may be required by the City and may include data on Stolen Vehicles, lessee information for leased vehicles and Motor Vehicle Accidents.

4.11

PARKING TICKET DUNNING NOTICE SYSTEM AND SERVICES

(4.11) PARKING TICKET DUNNING NOTICE SYSTEM AND SERVICES

(4.11.0) Provision of a Comprehensive, Multi-Faceted and Integrated Parking Ticket Dunning Notice System (Notice System)

The Vendor shall provide a comprehensive and multi-faceted Notice System for the collection of parking tickets.

This shall include the complete provision of all systems and services relative to the noticing function and shall include, among other things: a primary Massachusetts and out-of-state noticing program; additional noticing; an On-Line Special Collections Noticing System; a Notice Management System; comprehensive Mail House services; comprehensive quality control and the processing of returned mail.

The Notice System shall be fully integrated with all elements of the PVPMISS.

(4.11.1) “Noticing Program” Document

A “Description of Noticing Program” document is provided in the appendix to this RFP.

This document describes a number of notices currently utilized as part of Boston’s PVPMISS. In addition, the sequence, timing and interrelationship of certain notices is set forth. Further, copies of these notices are provided. This document will be very helpful in providing insight to and understanding of certain aspects of the City’s approach to the dunning notice function and the Vendor’s responsibilities therein.

(4.11.2) Communication and Provision of Information to Violators

The Notice System is the primary means of communication with parking violators about outstanding parking tickets. This communication includes, but is not limited to: provision of important payment, ticket or registration status and appeal information; notification of pending enforcement action; notification of just-completed enforcement action; and the conveyance of appropriate provisions of laws for parking enforcement.

(4.11.3) Initiating Enforcement and Collection Action

In Boston’s PVPMISS environment, the Notice System is viewed as a crucial, efficient and effective tool relative to scheduling and initiating time and criteria based dunning and enforcement actions that are taken against violations and license plates.

These actions are critical to the success of the City’s enforcement efforts and include the seizure of a vehicle and the non-renewal of driver’s license and registration.

(4.11.4) Primary Massachusetts and Out-of-State Noticing Components

The Notice System shall efficiently and effectively accommodate two distinct noticing programs or elements:

1. for Massachusetts registrations
2. for out-of-state registrations (including the District of Columbia)

For any single violation that is not completely paid or dismissed that is issued to Massachusetts registrations, the Vendor will be required to send time and sequential based notices, the number of which shall not normally exceed five (5).

In addition to these notices, the Vendor will be required to send other notices presented in the “Noticing Program” document. For example, the vendor will normally/routinely mail every two weeks a Seizure Notice to all newly qualified/re-qualified seizure (boot) eligible vehicle owners as required by law. (The Seizure Notice is also discussed in the Boot and Tow System section of this RFP.)

For any single violation that is not completely paid or dismissed that is issued to out-of-state registrations, the Vendor will be required to send time and sequential based notices, the number of which shall not normally exceed four (4).

Also, a listing of all newly eligible/re-eligible out-of-state registrations appearing on the seizure list will be sent (presently by the City) to the appropriate department of motor vehicles every two weeks. (The out-of-state Seizure Notice is also discussed in the “Boot and Tow System” section of this RFP.)

It should be noted that out of state registrations receive approximately fourteen percent of all violations issued and, because non-renewal of license and registration are not readily available enforcement remedies, the Notice System for these populations is a crucial collection component.

(4.11.5) Ticket and Plate Level Notices

Included in the above requirements for Massachusetts and Out-of-State noticing, for any registration with outstanding violations the Notice System will be required to evaluate and assess eligibility, and schedule, create and generate notices at the “ticket level” (ticket level notices) and at the “plate level” (plate level notices).

Ticket level notices may not necessarily represent a complete listing of outstanding violations issued to a particular registration.

Plate level notices represent a complete listing of outstanding violations issued to a particular registration or, a complete listing of outstanding violations that are in the same status, such as seizure status.

For ticket level notices, more than one ticket can and should be included on one notice, i.e., “physically” represented on a single notice. In such instances, notwithstanding normal notice run scheduling considerations, the notice timetable for a violation shall not be lengthened to accommodate the inclusion of other violations on the notice. The number of violations that may be included on a ticket level notice may be restricted by payment processing, notice format, etc., considerations.

(4.11.6) Eligibility Criteria

The Vendor's Notice System shall contain comprehensive eligibility criteria which must be met before a ticket level, plate level or other notice may be generated.

The capability to generate notices must accommodate time and non-time based criteria that include, but are not limited to: (a) the status of a violation(s) or license plate, (b) a specific event, activity or condition, and (c) a series or combination of events, activities or conditions.

From a set of various and generic variables that comprise criteria, the City desires to “simply” select the variables that would be utilized to create (or modify) criteria for different notices.

Changes or modifications, and additions or deletions to notice eligibility criteria are a certainty due to the dynamic PVPMISS environment. The City desires the capability to simply revise criteria by adding, changing, or deleting variables in a quick, easy and effective manner.

Further, revisions to an existing notice criteria must be accommodated in a efficient and effective manner with no or minimum risk and disruption. It is desired that noticing in general, or relative to a particular notice or functionality of other elements of the PVPMISS, are not negatively impacted by changes or modifications to criteria.

(4.11.7) Examples of Specific Eligibility Criteria

Specific criteria shall include, but not be limited to, the following types of criteria variables:

age of ticket	(e.g. number of days from issuance)
payment status of ticket	(e.g. fully paid, unpaid, partially paid)
registrant data	(e.g. name and address confirmed by RMV, registration effective date and expiration date, registration make, error code returned)
penalty assessment	(e.g. overdue penalty assessed, registry non-renewal penalty assessed)
registration configuration	(e.g. some populations of registrations are excluded from normal noticing and are not sent any notices or are sent special notices)

plate type	(e.g. some populations of plate types are excluded from normal noticing and are not sent any notices or sent special notices)
ticket or plate suspend status	(e.g. recognizing multiple codes that temporarily or permanently hold noticing activity in abeyance)
notice history	(e.g. past notice activity for ticket and/or plate including days from other notices that contained the tickets and/or plate; did/did not appear on a previous notice and/or a previous specific notice)
registration state	(e.g. valid state)
number of tickets outstanding	(e.g. running count of total tickets outstanding, out- standing and not suspended)
closed/final disposition	(e.g. dismissed, fully paid)
ticket/plate status	(e.g. in non-renewal status, fleet registration, bad address history, special registration population)
make match	(e.g. the make of the vehicle as it appears on the ticket is different from the make of the vehicle as it appears on the RMVs registration record)
swap status	(tickets from expired plate moved to active plate)
combine status	(tickets have been moved from older record on plate to newer record on same plate)

(4.11.8) Returned Check Notice

The Vendor will be responsible for the on-line generation of a “Returned Check Notice” to persons or parties whose check payments have been returned unpaid by their banks (and have not been subsequently re-paid).

(Refer to the “Bounced Checks” section of this RFP for additional discussions that relate to returned check processing and that should be considered by the Vendor.)

The Returned Check Notice shall be generated at the same time the payment is decremented from the system by the Vendor or in some other such efficient and effective manner.

In instances where the returned check (initially) provided payment for violations on more than one registration, the “Bounced Check” fee shall only be applied to one (1) of those registrations.

The Vendor shall attach the actual returned check to the Returned Check Notice and mail this material to the maker of the returned check (via window envelopes).

In addition, the Vendor shall provide a notice register in state/plate order that shall provide a listing of the plates and tickets noticed along with summary notice totals.

The Vendor and the City shall account for and accommodate the fact that the maker of a returned check will not always be the registered owner, (i.e., the person/entity who wrote the check is not the registrant). For this category of returned checks, the City has traditionally used alternative noticing procedures and has required the Vendor to provide envelopes for mailing on which the mailing name and address is included.

The City recognizes that distinctive characteristics relating to return check processing may provide for alternative solutions to the noticing function. In such an event, Prospective Vendors shall satisfy the City that the above requirements are consistently, efficiently and effectively accommodated.

(4.11.9) On-Line Special Collections Noticing System

The Vendor shall provide an on-line and integrated Special Collections Noticing System that will be utilized by City staff to supplement and complement the large-scale, computer driven noticing system elements.

The System shall allow for the initiation and generation of a letter type notice series via the efficient and operationally convenient data input of instructions and unique transaction codes to license plate records.

The System shall provide for the subsequent automatic generation of: (a) a second notice, and (b) payment and activity reports.

The system must accommodate the generation of letters: (1) for license plate records that contain a registrant name and address; (2) following the data input of registrant name and address where no name and address records exist; and (3) following the manual data entry overlay of registrant name and address over an existing name and address.

When a new name and address is overlaid onto a name and address record that had been received by an RMV, the newly entered name and address shall be temporary and shall reside in the plate history file. The use of that name and address shall be limited to the activities of the On-Line Special Collections Noticing System.

The System shall contain edits and controls to ensure that tickets contained on an initial notice that are completely paid or dismissed, that have a hold date, etc., are not included on the follow-up notice.

In addition, edits and controls must account for or eliminate the possible occurrence of operator error, such as the duplicate data input of instructions for any plate or ticket record.

At present, the City utilizes five (5) special collection letters (i.e., transaction codes which consist of two numeric characters). (Refer to the Noticing System document for the existing format and text.)

The system must be flexible and allow for additional codes (which would likely call for a three character numeric code) and the efficient and effective modification of time-lags and code interactions.

Presented below is a transaction code/events matrix that can most clearly set forth the required type of scheduling and interrelationship of codes.

Time Line ----- <u>Day 1</u> ----- <u>Day 35</u> (e.g.)		
Event to Trigger Letter Generation	Manual Input of Code	Automatic Code Assignment
	<u>Code #</u>	<u>Code #</u>
	1	4
	2	5
	3	5
	5	No follow-up notice is sent.

In addition to the above requirements, the On-Line Special Collections Notice System must provide accurate, comprehensive and timely activity reporting. Reports shall be provided monthly. (Refer to the “MIS/Reports” section of this RFP for a more detailed discussion.)

(4.11.10) Ad Hoc Special Noticing Populations

The Vendor must provide the capability to generate notices, on an ad hoc basis, to populations of violators based on criteria established by the City.

For example, a target population could include violators who have a minimum dollar amount outstanding on their license plate, e.g., \$1,000. For this population, the City would identify additional criteria such as “issue date of tickets must be prior to a certain date”, etc.

(4.11.11) On-Line Access to Notice Records

Noticing records shall be efficiently and effectively available for both ticket level and license plate level inquiries and shall record and provide the mail date(s) and types(s) of notice mailed.

Noticing records shall be efficiently and effectively accessible for, at a minimum, violation, registration, license number and name inquiries.

(4.11.12) Computer System Notice Scheduling, Creation and Revalidation

The public must be provided accurate and up-to-date information. Further, when the public have questions, it is critical that we respond in an efficient, effective and timely manner. The design of the system's notice scheduling, creation and revalidation features must take into consideration the staffing and capacity constraints that impact our public inquiry operation. The following requirements have been developed to enhance our ability to deliver maximum levels of customer service.

Notice of Overdue Violations and Impending Registry Non-Renewal (ORN) Notices for Massachusetts registrants shall be created, or revalidated if previously created, on a daily basis within 24 hours of the printing of the notices so as to provide valid, accurate, up-to-date information. The daily creation or revalidation of these ORN Notices shall normally, at a minimum, occur four different days a week; three of those minimum four days must include Monday, Tuesday, Wednesday, and/or Thursday.

Overdue Violation Notices for out-of-state registrants shall be created, at a minimum, on a once-a-week basis, within 24 hours prior to their printing; or revalidated, if previously created, within 24 hours prior to their printing.

All other ticket level notices shall be created on a once-a-week basis within 24 hours prior to their printing; or revalidated, if previously created, within 24 hours prior to their printing.

Seizure Notices shall be created on a bi-weekly basis within 24 hours prior to their printing; or revalidated, if previously created, within 24 hours prior to their printing.

All other plate level notices typically shall be created, on a monthly basis within 24 hours prior to their printing; or revalidated, if previously created, within 24 hours prior to their printing, on a once-a-month basis.

In the process of creating notices, especially ticket level notices, the Vendor shall ensure that those tickets with the earliest eligibility dates are created first. Also, mail dates shall be scheduled close to a ticket's date of notice eligibility.

Other noticing routines for special notices or special collection efforts shall be based solely upon the discretion of the City.

Scheduling and creation of notices shall be performed by the Vendor as normal and routine procedure. An established schedule shall be provided for each notice type and shall be approved by the City. This schedule shall be based upon timetables such as: the same day of the week, the same date of the month, each weekend of the month, etc. For example:

Scheduling and creation shall utilize City approved quantity parameters for number of tickets and/or number of plates to be noticed on a daily, weekly, monthly or other basis. Typically, volume limits would apply primarily to ORN's and Overdue Notices, however, this capability is required for all notices.

Notices that are created through the On-Line Special Collections Notice System component shall be generated and run prior to the start of the business day following the date of data input.

(4.11.13) Notice Printing

Notices shall be printed according to a schedule that is similar to the scheduling and creation of notices. For example, daily notices shall be routinely printed on a daily basis, as normal operating procedure. Weekly notices shall be routinely printed on a weekly basis, etc.

Notices shall be printed within twenty-four (24) hours of their creation, or within twenty-four (24) hours of their revalidation if previously created.

In the event that a notice is created or revalidated during a weekend, that notice shall be printed no later than (as early as possible) on the following Monday morning which is defined as prior to 12:00 Noon of that Monday.

Other or revamped printing routines for routine or special notices will be based solely at the discretion of the City.

Unless alternate methods can be utilized, notices shall be printed in a manner that allows for zip code or other sorting and processing that produces optimal postage cost savings, e.g., "Zipcode + 4 Presort", "Zipcode Presort", zipcode bar-coding, etc.

Further, as normal and routine procedure, the Vendor shall provide for the timely and accurate printing of notices through the utilization of:

- one-part, continuous-form, standard size "statement style" notices, e.g., Overdue Notice (currently in a "2-up" format);

- multiple-part, continuous-form, specialty size "statement style" notices, e.g., Seizure Notice (currently in a "2-up" format);

- one-part, continuous-form, "letter size" notices;

- window envelopes.

The printing of notices shall be conducted and organized in a manner that ensures ongoing and consistent maximum quality control for the pre-printing, actual printing and post-printing stages of the printing functions.

(4.11.14) Information to be Printed on the Notices

At a minimum, the following data and information shall be provided for and printed on notices:

Data from the actual ticket which currently includes ticket number, state of registration, registration number, date of violation, time of violation, name of violation, location of violation and fine amount

Registrant's name and address including zip codes (9 digit zip codes when available)

Late penalties and non-renewal fees for each specific ticket on the notice

Payment Received

Status code including Non-renewal, Collection Agency, and Seizure Eligible (for Seizure Notices)

OCR Scan Line with ticket number, amount due on the ticket and City numeric code

Mail date of the notice

Notice number that is unique and links to specific tickets appearing on the notice

Amount due for each specific ticket

Amount due for all the tickets on the notice

As previously discussed, the utilization of OCR Scan Lines may be contingent upon certain variables, such as the size dimensions of a notice. Also, for ad hoc or certain “letter style” notices, certain information such as “location of violation” may not be required.

(4.11.15) Notice Registers

Upon the generation or printing of a notice run, the Vendor shall generate, maintain and utilize for quality assurance purposes a notice register which shall list all notice records and data elements included in the notice run in addition to summary plate, notice, violation and dollar amount due data. On occasion, the City shall require duplicate registers to be provided to the City.

(4.11.16) Mail House Function

In addition to the generation and printing of notices, the Vendor shall be responsible for the timely mailing of all notices. Notices shall be delivered for mailing to the U.S. Postal facility no later than twenty-four (24) hours after the printing of the notices.

The mailing of notices shall include, but not be limited to, the following mail house functions:

- pick-up/retrieval of printed notices, forms, etc.;

- “bursting” forms, folding notices, inserting notices into mailing envelopes, inserting return envelopes into mailing envelopes, enclosing inserts (if applicable), sealing envelopes;

- segregation or maintenance of notices by zip code or other sorting procedures in accordance with U.S. Postal System specifications for zip-sort cost savings; transportation of notices to the U.S. Postal System facility;

- maintenance of stock of outgoing and return envelopes and other material shipped by the Printer.

The Vendor shall be responsible for complying with all requirements and specifications for first-class permit mail as set forth in the U.S. Postal System “Domestic Mail Manual” document.

The Vendor shall be responsible for presenting and maintaining U.S. Postal receipts for all notices mailed. The Vendor shall also provide various management reports that may be required by the City for reconciliation and audit purposes.

The Vendor must satisfy timely turnaround requirements relating to the pick-up and delivery of notices and actual mailing of notices prior to, or on, the mail date reflected on the notices.

The Vendor must provide comprehensive quality control at the Mail House to ensure that, among other things: all notices that are printed are mailed; all notices are mailed according to schedule; the correct envelope, notice, insert, etc. are used, and; wastage of envelopes and other items is minimized.

(4.11.17) Location of the Notice Generation/Printing and Mail House Functions

The City presently maintains its Mail Permit Account at an out of state location. The City has, for many years, had the location be at a Downtown Boston location. This arrangement has provided for direct, efficient and effective delivery of funds by the City to its permit account and interface with regional customer service and postal permit account personnel. This arrangement has also provided for the imprinting by the Post Office of the 'Boston' origin-of-mailing postmark (which is desirable given that notices are 'mailed' by the City of Boston). In addition, on occasion other City departments utilize the BTD/OPC's permit account for large mailings. (For these other departments, post office location is important.) Further, the City has been very satisfied with the quality of performance of this facility.

In consideration of the above factors, the City believes that its business interests would best be served by the continued utilization of the South Station Annex facility as the location of its postal account. If this cannot not be accomplished the Vendor must explain this in writing.

In further consideration of the above factors as well as overall quality control/assurance considerations, the City believes that it is reasonable and necessary to require that the Vendor's notice generation/printing and mail house functions be located at an operationally convenient, efficient and effective distance from the South Boston Annex facility, the Vendor's Boston office and City Hall.

While the City does recognize that varying technological or other solutions relating to the provision of the printing and mail-house functions may provide for an alternate-location-argument, any such argument would have to be advanced in the context of the above specific set of circumstances that serve to define the City's needs.

In the event that a prospective Vendor proposes to locate the above mentioned functions substantially outside of the City's boundaries, the prospective Vendor shall completely satisfy the City that its solution will accommodate logistical considerations and high quality assurance standards and/or that alternative postal facility locations will not undermine or negatively effect the above-mentioned interests of the City.

Prospective Vendors that propose alternative location arrangements shall be fully cognizant of and accommodate transportation costs and all logistical considerations as they relate to the possible inter-relationships of the print, mail house, post office and other functions. Also, they shall fully consider and accommodate any issues relating to the establishment and maintenance of efficient and effective quality assurance. Further, they shall be aware of and accommodate logistical and other considerations relating to the release from Printed Material inventory of notice stock (for printing) and envelope stock (for mailing).

(4.11.18) Inventory Control

The Vendor shall be responsible for related materials inventory management and shall be responsible for communicating inventory replenishment requirements directly with the forms printer.

(4.11.19) OCR Processability

The Notice System printing function shall accommodate optical character recognition (OCR) technology that shall be utilized in payment processing to minimize payment processing time and payment processing operator errors.

At a minimum, OCR payment processing must be utilized for all ticket level notices. Further, the ticket number, amount due, and (if applicable) city code data contained on ticket level notices must be OCR-readable.

OCR technology and processing shall also be utilized for returned mail processing (see the "Nixie" Program described in this section). At a minimum, returned mail processing (Nixies) shall be utilized for the Overdue Notice.

(4.11.20) Returned Mail - Bad Address System (Nixies)

In order to minimize postage, forms and envelope costs, the Vendor must provide for the cessation of notice activity for a particular registrant when a mailing address for that registrant is determined to be no longer valid.

In the event that an Overdue Notice (which is currently the only notice utilized as part of this application) or any other notice specified by the City is mailed to an address provided by the RMV and is returned by the Post Office as undeliverable (e.g., forwarding address expired, etc.), the Vendor shall notate the database via OCR processing of this information.

Such notation shall be displayed on-line on primary inquiry and plate detail related screens.

In addition, upon notation of the database the Vendor shall:

- exclude certain notice types from being generated for the notated ticket and other tickets charged to the registration, and/or
- allow certain notice types to be generated for the notated ticket and other tickets charged to the registration,

- allow non-renewal 'mark' transactions to be generated for the notated ticket(s) and other tickets subsequently assigned to the affected plate.

For example, the City may specify that all notices except the Seizure Notice be excluded from mailing to the 'bad address', or that only plate level notices or a combination of certain plate level notices be generated and mailed.

Upon the receipt of a new/updated address from the RMV, or from some other source approved by the City (e.g., the U.S. Postal System), the Vendor shall resume noticing of previously excluded violations.

Further, upon request the Vendor shall produce a report listing the name, address and registration of all nixed plates. The City shall utilize this report to instruct the Vendor to remove the nixie status from specific registrations.

(4.11.21) Notice Management System

The Vendor shall provide an integrated, on-line Notice Management System which shall provide comprehensive reporting of notice activity.

The Notice Management System shall be organized according to notice type.

For each notice run, this system shall provide summary data which shall include at a minimum:

- the date of notice
- the number of notices mailed
- the number of license plates noticed
- the number of tickets noticed, and
- the total dollar amount of each notice run.

This system shall provide a scrolling function to allow efficient and effective ease of movement between notice type screens.

The system shall also provide direct inquiry access for a specific notice type and date of mailing of a specific notice type.

In regard to 'date of mailing', the Notice Management System shall provide all noticing data and information for, at a minimum, notice activity within the preceding twelve months. However, since current data will more routinely be utilized, the system shall accommodate the presentation of more current activity (e.g., the preceding three months) within the scrolling or search function.

The system shall also provide direct inquiry access from a scrolling screen to an individual/particular registration and driver's license inquiry screen (record).

Notice counts and data shall be posted to the Notice Management System prior to the notice mail date. However, in posting the data relating to a particular notice type's mail date, in the event that the data is revalidated then the Vendor shall post the revised data.

(4.11.22) Notice Log

The Vendor shall maintain a hard copy notice log for all notice activity.

The notice log shall be organized by generation date of notice and shall contain, at a minimum, the following information for each notice type:

- mail date of notice
- date notice sent to the mail house
- date notice sent to the post office
- number of notices
- number of tickets
- comments (if applicable)
- control or reference numbers, etc.

This log shall be provided to the City on a monthly basis and shall also include summary information for the number of notices generated and mailed for each notice type.

4.12

BOOT AND TOW SYSTEM

(4.12) BOOT AND TOW SYSTEM

(4.12.0) On-Line, Real-Time and Comprehensively Integrated System

The Vendor must provide an on-line, real-time Boot and Tow System. The Boot and Tow System must be completely and comprehensively integrated with all systems, subsystems and system elements of the PVPMISS that are set forth in this RFP.

Payments received by all City Hall, Tow Lot and Vendor on-line cashier locations shall be immediately reflected in this System. On-line dispositions and suspend transactions must also be immediately reflected in this System.

The Boot and Tow System must be updated immediately following all batch and other transaction update cycles. This update activity shall include system generated transactions, such as the application of late penalties.

The Vendor, through its provision of a comprehensively integrated and on-line, real-time Boot and Tow System, must effectively and efficiently ensure that the availability, integrity and accuracy of all information and data is the highest degree attainable for this important and highly sensitive function.

(4.12.1) Seizure and Violation Tow Components

The Boot and Tow System must fully support, in an efficient and effective manner, two separate programs: (1) the Seizure Program, and (2) the Violation Tow Program.

Vehicle registrations are eligible for seizure due to outstanding parking violation tickets. The Vendor must accommodate three possible seizure scenarios. They are: (1) the placement of an immobilization device (the boot) on a parked vehicle; (2) the immediate towing of a vehicle to the BTD Tow/Impound Lot; and (3) the booting and subsequent towing of a vehicle.

Vehicles that are eligible for Violation Tows are immediately towed to the BTD Tow/Impound Lot. Violation Tows result when a vehicle is parked on a key thoroughfare during prohibited hours or otherwise parked in a manner or location that is determined to undermine traffic flow and/or public safety.

(4.12.2) Abandoned Vehicle Program Tow Lot Support

In addition to supporting the Seizure and Violation Tow programs, the City desires to utilize the Boot and Tow System to accommodate Tow Lot support for abandoned vehicles 'tow', 'disposal', 'trash', and 'storage fee' requirements.

Refer to the 'Abandoned Vehicle System' section ('Tow Lot Support' subsection) of this RFP for a complete discussion of this desired support.

(4.12.3) Violation Tow Eligibility Criteria

Vehicles are eligible to be 'violation towed' by the City where a visual determination is made by City staff that such a tow is warranted. (A ticket is issued for a violation tow.)

(4.12.4) Seizure Eligibility Criteria

Vehicle registrations are eligible for seizure upon accumulation of five (5) unpaid, uncontested or contested and reactivated tickets that have received the initial late penalty.

The Boot and Tow system must automatically determine those vehicle registrations that are eligible for seizure. The determination of seizure eligibility must occur for two distinct yet interrelated activities: (1) the generation of a seizure notification prior to seizure action; and (2) the subsequent placement of a registration into the Boot Book / Boot Eligible File for actual seizure.

The Boot and Tow system must contain comprehensive eligibility criteria and edits and controls of the type set forth in the Notice System section of this RFP. These types of criteria and edits also apply to the efficient and effective determination of seizure eligibility. For example, areas such as registrant data, penalty assessment, suspend status, notice history, etc., must reflect conditions that would support a determination of seizure eligibility.

In addition to these type of eligibility criteria and edits and controls, the Boot and Tow System must contain additional comprehensive eligibility criteria, edits and controls so that the complete range of generic conditions that would disqualify and qualify a vehicle registration from/for seizure would be provided for. These include:

- exclude certain plate types and configurations;
- exclude certain name and addresses (e.g., unmarked police vehicles registered to common addresses);
- exclude tickets that are partially paid;
- exclude vehicles that have previously been booted within the last ten (currently) days;
- exclude registrations (undercover, etc.) that are identified as multi-owner communicated to the Vendor via batch reports.

In addition, registrations and tickets with certain MA. RMV name and address error codes (such as stolen plate, canceled plate or expired plate) must be eligible for seizure action.

The Boot and Tow System must provide the above comprehensive eligibility criteria, edits and controls for both Massachusetts and out-of-state vehicle registrations.

For out-of-state vehicle registrations a registrant address is not a requirement as notification obligations are satisfied through communication with out-of-state Department of Motor Vehicles (see Notice Program section). Note: the omission of out-of-state registrant address data for seizure eligibility determination should not be construed as diminishing the value and importance of this key data.

Boot and tow eligibility criteria must be applied on both a ticket and plate level basis in order to ensure the integrity of seizure action.

Due to the dynamic PVPMISS environment, vehicle registrations will continuously move above and below the basic five ticket eligibility requirement. The Boot and Tow System's eligibility criteria, edits and controls must effectively and efficiently accommodate and reconcile these various activities.

The Boot and Tow System must accommodate changes or modifications to eligibility criteria, edits and controls in an efficient and effective manner without negatively impacting existing functionality.

(4.12.5) Boot Eligible File / Boot Book

Every two weeks, the Vendor shall generate and load or otherwise update in a fully automated fashion, to the mobile telecommunications hand-held devices and license plate recognition system utilized with the Seizure Identification System, a list of all vehicle registrations that are eligible for seizure. Refer to Section (4.12.19) 'Portable Seizure Identification Devices' and Refer to Section (4.12.20) 'License Plate Recognition System' for a complete discussion of this requirement.

Every two weeks, the Vendor shall generate and provide approximately 6 copies of a user-friendly list (Boot Book) of all vehicle registrations that are eligible for seizure. The list will be utilized by the City Boot and Tow field personnel to identify vehicles for seizure and shall be in an alphabet-numeric order format according to state and on 8-1/2" x 11" paper, with 'perfect binding'. This list shall also contain, at a minimum, summary license plate volume and dollar amount information by state and total.

The current Boot Book format is available for review.

(4.12.6) Violation Time and Location Boot File

At time intervals to be defined by the City, the Vendor shall generate and provide a Boot File that is formatted and driven according to time and location of violation issuance so as to specifically target boot eligible violators with large numbers of outstanding tickets. This boot file will be an "intelligent" list of violators in order to pinpoint and hone the Scofflaw trends, habits and where and when they will most frequently be, based on their prior ticket history. This might encompass sorting and filtering by time periods of the day, days of the week and other related information and fields to facilitate identifying and capturing scofflaws.

(4.12.7) Seizure Notices and Coordination with Boot Book

The Vendor shall generate bi-weekly Seizure Notices as specified in the Dunning Notice System section of this RFP.

The Vendor shall be responsible for the scheduling coordination of seizure notices and the boot eligible file / boot book so as to: (a) comply with the law which requires the mailing of a Seizure Notice at least ten days prior to seizure action, and (b) optimize the availability of seizure eligible registrations for City boot crews.

(4.12.8) Manual Entry of Seizure Eligibility

The Boot and Tow System must be able to accommodate the efficient and effective manual entry of seizure eligibility by designated City staff for instances where a vehicle registration is boot eligible but the registrant's name and address has not been provided through normal interface with the MA RMV.

Upon the entering of a unique transaction code, preferably via the On-Line Claims Processing System, the Boot and Tow System shall subject the registration(s) in question to the same boot eligibility criteria as license plates that are automatically determined to be boot eligible, except that name and address eligibility requirements do not apply.

Upon completion of data and instructions entry, the Vendor's system shall automatically generate an on-line correspondence style Seizure Notice to the registrant.

(4.12.9) User-Friendly On-Line Data Entry and Inquiry -- Access Screens

The on-line data inquiry of all boot and tow statuses, activities and events must be provided to all customer service personnel in a user-friendly and operationally convenient, efficient and effective manner. These requirements as they relate to computer access screens are largely set forth in the section of this RFP entitled 'Required Screen Data'.

For 'Dispatcher and Boot Crew / Tow Crew / Hearing Support' (described on the immediately following pages), the on-line data inquiry and data entry of all boot and tow statuses, activities and events must also be provided in a user-friendly and operationally convenient, efficient and effective manner. Toward this end, screen format shall accommodate the need for minimal and efficient scrolling routines through the consolidation of data fields on screens. For example, from a primary single screen, the Tow Lot dispatcher shall be able to (1) authorize and (2) confirm, and provide all supporting information for: a) boot action, b) boot release action, c) tow action, and d) tow release action. In the event that revisions to a created record are made through a sub-screen, access to this screen shall be direct from the record to be revised. Additional screen requirements, for example for the 'Inventory' function, are explicitly and implicitly discussed in this section.

(4.12.10) Dispatcher and Boot Crew / Tow Crew / Hearing Support

The Boot and Tow System must fully support the dispatch and field-crew functions interface and all the statuses, activities and events therein. These statuses, activities and events are listed below and (in combination with the described data elements) shall comprise the data fields for a Boot and Tow (seizure and Violation Tow) record.

- a) A determination if a vehicle registration is boot/tow eligible or not boot/tow eligible.
- b) An initial authorization action originating from and entered by dispatch once a field-crew has initiated BOOT action.
- c) A confirmation that BOOT authorized action was successful and the capture of transaction data that includes: number of tickets outstanding and amount owed, time, ID number of field crew, street address location, vehicle color and make, boot device number, reason code and miscellaneous remarks.
- d) An initial authorization action originating from and entered by dispatch once a field-crew has initiated TOW action.
- e) A confirmation that authorized TOW action was successful and the capture of transaction data that includes: number of tickets outstanding and amount owed, date, time, reason code, ID number of field crew, street address location, vehicle color and make, Tow Lot location, reason code and miscellaneous remarks.
- f) An authorization to release a BOOTED vehicle which is automatically generated and triggered upon payment of the boot/tow fee or which is automatically generated and triggered upon a data entry notation to the System that the outstanding tickets were successfully appealed (or a determination that the vehicle is eligible for Administrative Release).
- g) A confirmation that authorized release of a BOOTED vehicle was completed and the capture of transaction data that includes: date, time, reason code, cashier or other ID number, and amount paid on released vehicle.
- h) An authorization to release a TOWED vehicle which is automatically generated and triggered upon payment of the boot/tow fee or which is automatically generated and triggered upon manual data input to the System that the outstanding tickets were successfully appealed (or a determination that the vehicle is eligible for Administrative Release).
- i) A confirmation that authorized release of a TOWED vehicle was completed and the capture of transaction data that includes: date, time, reason code, cashier or other ID number, and amount paid on a released vehicle.
- j) A system generated determination that no payment/dismissal action has occurred for a booted vehicle within a certain time period (currently three days) following boot action and that the "aged boot" vehicle must be removed (towed) from its street location.

- k) A determination that a booted vehicle has unlawfully "escaped" a boot device, i.e., in some manner the device was forcibly removed from the vehicle and tickets and fees remain outstanding.
- l) A determination that a towed vehicle has unlawfully "escaped" from the Tow Lot; and
- m) A determination that a vehicle has been auctioned as a result of non-retrieval action by the owner and the capture of transaction data that includes: date of auction and amount the vehicle was auctioned for. Note: auctions are administered by the Police Department who are responsible for the tracking and reporting of auction amounts.
- n) A field for recording the ticket number of the tow vehicle that should be capable of edits and eventually linking to the online ticket information.
- o) Capability of marking/flagging vehicles that have bad/improper registration in the tow record to show the status in the main parking management system.

(4.12.11) Correction and Revision Capability

The Boot and Tow System must accommodate on-line revisions that must be made in an efficient and user-friendly manner to an original (i) Violation Tow or (ii) seizure/boot record. Such corrections/revisions must be accommodated up until, but not including, the point that a vehicle is released.

In addition to the need to correct any possible errors or add/revise data, the Boot and Tow System shall be flexible so as to accommodate the revision, for example, of a Violation Tow record to a seized/booted record. (This may occur in the event that, upon being towed to the Tow Lot, a 'Violation Towed' vehicle may be discovered to be seizure/boot eligible.)

A complete history of the original transaction data must be maintained and must be accessible.

Once a boot and tow record has been corrected/revised, the System must clearly and prominently display a notation of said action for all subsequent inquiries.

On a daily basis, the Boot and Tow System must generate audit reports for revision activity and provide the date and time of a revision, the ID number of the authorized staff person who entered the correction as well as the old data and the new data that was entered.

(4.12.12) Seizure Fee and Violation Tow Fee

Upon confirmation that a vehicle has been seized (booted or towed) the Boot and Tow System must immediately assess a seizure (boot) fee (currently \$56) and recalculate the revised total amount due for the registration.

Upon confirmation that a vehicle has been Violation Towed the Boot and Tow System must immediately assess a Violation Tow fee (currently \$90) and recalculate the revised total amount due for the registration.

Notwithstanding the correction and revision capability described in paragraphs '4.12.11' above, the Boot and Tow System must distinguish between (i) boot/seizure and (ii) Violation Tow transactions via efficient, effective and user-friendly initial data input (or by other such means) so as to segregate, and prevent fee or tracking overlap between, these two distinct transactions. At present, boot/seizure vehicles are entered and confirmed as a matter of procedure by City staff as 'seized/booted' before any tow activity is initiated. Thereafter, in the event that a seized/booted vehicle is subsequently towed at any time following the entering and confirmation of the seizure/boot transaction, the PVPMISS does not assess the \$90 Violation Tow fee to the seized/booted vehicle which was towed.

The System must fully track and report on seizure fees and Violation Tow fees.

The Boot and Tow System must accommodate authorized personnel to revise / correct the \$56 seizure fee and the \$90 Violation Tow fee to a zero dollar amount upon completion of any appeal activity. This revision function must be on-line, real-time and a history of the original and revised fee amount must be maintained.

(4.12.13) Storage Fees

For a vehicle that has been towed to the Tow Lot, storage fee charges must begin to accrue immediately (on an on-line, real-time basis) upon the vehicle being recorded as being in the lot.

The (current) rate will be three dollars (\$3) per hour (or fraction thereof an hour) to a maximum of fifteen dollars (\$15) per day. The storage charges will be calculated for successive days by the same formula, reverting to the hourly rate at the point 24 hours (or multiple: 48, 72, etc.) after arrival, to the maximum daily charge until that point in time that the vehicle has been designated as released (or auctioned). The City may require that a maximum time period during which storage fees can be assessed be provided.

The System must, on an on-line, real-time basis, recalculate the total amount due for storage fees and the total amount due (fees and tickets) for a plate.

The System must track and report on storage fees.

The Boot and Tow System must accommodate authorized personnel to revise / correct storage fees to a zero dollar amount or to an amount determined upon completion of any appeal activity. This revision function must be on-line, real-time and a history of the original and revised fee amount must be maintained.

(4.12.14) Integration With Non-Boot and Tow System On-Line Inquiry

Except for the initial 'authorization' to initiate seizure action, the previously listed statuses, events and activities must be communicated on-line, real-time to all customer service and public inquiry staff via the prominent display, on all primary inquiry screens, of messages that denote the status, event or activity. These include if a vehicle is: boot/tow eligible, booted, towed, paid/dismissed and a boot release is scheduled, paid/dismissed and a tow release is scheduled, aged boot, escaped boot, escaped from Tow Lot and auction.

In addition, if a boot eligible license plate has a prior affirmative boot escape or tow escape in the historical boot/tow file, the Boot and Tow system must provide a boot or tow escape message to appear in conjunction with the boot eligibility message.

Further, boot eligibility status, specifically the number of boot eligible tickets, must be provided on-line, real-time to all customer service and public inquiry staff on all primary inquiry screens,

The provision of this type of data integration is required so as to optimize the delivery of efficient and effective public inquiry services for this important and sensitive function.

NOTE REGARDING SEIZED / BOOTED / TOWED VEHICLE NOTIFICATION:

The Vendor shall provide the capability, upon the 5th day of vehicle impoundment (i.e., vehicles that have been towed to the Tow Lot as a result of a Seizure/Boot or a Violation Tow) to automatically generate a Vehicle Notification Letter to the registered owner of said vehicle, so informing them that the City is in possession of the seized or towed vehicle. The Vendor shall also provide the capability for City personnel to manually generate such Vehicle Notification Letters. A record of all Vehicle Notification Letters shall be maintained and displayed in the Vendor's PVPMISS and available to all City personnel via the Boot and Tow System as well as other Customer Service PVPMISS screens of primary interest (i.e., Ticket level Data Screen) via a user friendly efficient and effective manner. Letters automatically generated and manually generated shall be separately noted in the Vendor's system.

(4.12.15) Boot and Tow History

The Boot and Tow System must provide a complete history of past and current boot and tow activities and transactions.

History information must be provided on-line, real-time through the PVPMISS' primary inquiry system. History information must reside on-line on a display screen that provides key plate-level information, such as license and registration mark information.

Boot and tow information history shall contain all data which was maintained on the active file and shall include: activity type, fee amount, storage amount, auction amount, date of activity, fee payment amount and fee payment date as well as record changes.

These historical seizure records shall remain on the boot and tow file until deletion is authorized by the City.

(4.12.16) Boot and Tow Vehicle Inventory Function

The Boot and Tow System must provide an on-line, real-time inventory function for: (i) all booted vehicles on the streets and (ii) all towed vehicles at the Tow Lot.

The inventory function must accommodate inquiries for a single state/plate and for complete listings of state/ plates (preferably for a minimum of 10 per screen). Screen format shall also allow access to boot and tow inventories from the same primary screen.

For booted vehicles, a complete and separate inventory listing must be maintained in sequence according to date and time of boot application. The total number of boots on vehicles (and total number for a specific variable) shall be provided. Also, for each vehicle, this list must maintain, at a minimum, the following information: state of registration, registration number, date of boot, time of boot, location of booted vehicle, make and color of vehicle, boot number, crew number and status.

For towed vehicles, a complete and separate inventory listing must be maintained in sequence according to date and time of tow. The total number of towed vehicles at the Tow Lot (and total number for a specific variable) shall be provided. Also, for each vehicle, this list must maintain, at a minimum, the following information: state of registration, registration number, date of tow, time of tow, lot location of vehicle, make and color of vehicle, crew number and status.

When the inventory function is utilized to determine the location of a specific vehicle the primary index data, i.e., state/plate, is often not available as motorists forget or don't know this number. Thus, the inventory function must provide record-indexing through available or alternate variables which include: (a) state of vehicle registration, (b) make of vehicle, and (c) color of vehicle.

The Boot and Tow System inventory function must allow for these alternate index variables to be entered separately or in any combination, depending upon the availability of data for these variables. The inventory function must provide on-line, real-time listings of all vehicles that match one or any combination of these variables.

(4.12.17) System Security

The Boot and Tow System must contain comprehensive and user-oriented security measures to help ensure that access to the system is restricted to authorized users.

Security measures must accommodate a variety of specific security levels that would depend upon a particular staff person's responsibilities. For example, one level of security would allow inquiry but not data update. In addition, security levels must be provided that accommodate access to combinations of the activities described within this section of the RFP. For example, one level of security may provide 'boot authorization' and 'boot confirmation' update to a boot record but would not allow access to the 'revision' function.

(4.12.18) Vehicle Impoundment & Immobilization Management Information System

The Vendor shall provide a Boot Management Information System. Such a system must include as a minimum:

- a) A boot eligible file / boot book statistics report;
- b) track the number of boots in inventory by device number;
- c) the boots assigned to each boot crew;
- d) inventory of booted vehicles in lot by registration number;
- e) provide an aged boot report for the prioritizing of towing; and
- f) identify the status of vehicles which have been booted.

(4.12.19) Portable Seizure Identification Devices

The City currently utilizes portable hand-held devices to identify seizure eligible vehicles. The Vendor shall be required to provide an automated seizure system and portable hand-held devices for this purpose. This system shall provide the following features and functionality:

The portable hand-held devices must contain all vehicle registrations which meet the City's criteria for seizure eligibility;

The file of seizure eligible vehicle registrations must be culled of seized vehicle registrations on a daily basis;

The Vendor shall refresh the file of seizure eligible vehicle registrations, currently every two weeks, in accordance with seizure eligibility criteria discussed previously in this section of the RFP;

The System shall provide the maximum number of user friendly and operationally convenient features and functions;

The System response time shall be fast enough to allow for the continuous entry of vehicle registrations; and under no circumstances shall response time exceed four (4) seconds for data retrieval (i.e., query against “hit” file on hand-held);

The System shall immediately provide a visual, via prominent screen display, as well as audible message upon entry of a vehicle registration contained in the seizure eligible file residing on the hand-held;

The System shall contain sufficient security features such that a vehicle registration entered which is contained in the seizure eligible file residing on the hand-held cannot be bypassed (i.e., not booted) without supervisory authorization;

The System shall retain the maximum amount of activity data in log files for each unit/device; This data shall be downloaded to a local pc and made available via the maximum amount of supervisory reporting programs;

The System shall provide the capability for supervisors to perform field audits via viewing log file data contained on the hand-held unit;

The System shall accommodate wireless data transfer;

The System shall provide for remote access to the management features of the system from designated pc workstations for authorized supervisors;

The hardware and software, including operating system and programming language, shall be such that these system “components” shall be refreshed as significant improvements become available and, further, the implementation of such improvements shall not adversely affect any other system components, features or functionality. Enhancements shall be fully tested by the Vendor and shall be fully functional in a production environment when delivered.

The City currently utilizes Symbol model 9090 hand-held units for this application. The hardware proposed for this application shall be comparable to the devices currently in production in terms of device specifications available from Symbol for this product and in terms of features, functionality, durability, user-friendliness, and docking procedures for upload and download of data (including bi-weekly seizure file refresh) and battery charging. The Vendor shall provide all peripheral equipment necessary for the successful operation of this application including site preparation, base station pc(s) and docking stations and housing necessary for the secure operation of said application. Such devices shall be connected to the minimum number of base stations necessary for the simultaneous upload/ download, seizure file refresh and charging of all hand-held devices utilized.

The Vendor shall provide a minimum of twenty (20) hand-held devices in good working order on any workday and five (5) units available at the Vendor’s local office, fully configured and in good working order, for back-up purposes. The Vendor shall provide sufficient batteries and shall maintain a sufficient number of fully functional back-up batteries at the Vendor’s local office for use with such hand-held devices such that all twenty specified devices are operational and in good working order on any work day.

The Vendor shall provide battery chargers and docking stations for each device used in a production environment. The Vendor shall also provide a battery analyzer and conditioner for use with the batteries utilized with the hand-held devices proposed for this application.

(4.12.20) License Plate Recognition Technology

The Vendor shall provide a minimum of three (3) license plate recognition systems (LPRS), including all system hardware and communication devices, for the purpose of scofflaw identification, parking enforcement and parking management via a mobile patrol vehicle. The Vendor shall be responsible for the installation and maintenance of all system hardware, communication devices, and where applicable, any vehicular modifications necessary to accommodate the efficient and effective performance of the vendors License Plate Recognition System. The Vendor's LPRS shall be capable of accurately matching scanned vehicle license plates to the vendors file of seizure eligible registrations, in a highly efficient and effective manner, from a vehicle traveling no less than 25 mph. The Vendor's LPRS shall include an efficient and effective touch screen display of license plates scanned and audibly and visually alert vehicle occupants of registrations scanned which are contained on the seizure eligible file. The file of seizure eligible vehicle registrations must be culled of seized vehicle registrations on a daily basis. The Vendor may be required to provide a maximum of three (3) additional LPRS, including all system hardware and communication devices, for additional public safety and/or parking management initiatives. The City shall specify installation locations based on management needs.

The Vendor shall refresh the file of seizure eligible vehicle registrations, currently every two weeks, in accordance with seizure eligibility criteria discussed previously in this section of the RFP;

The System shall provide the maximum number of user friendly and operationally convenient features and functions;

The System response time shall be fast enough to allow for the continuous entry/scanning of vehicle registrations; and under no circumstances shall response time exceed four (4) seconds for data retrieval (i.e., query against "hit" file on hand-held);

The System shall immediately provide a visual, via prominent screen display, as well as audible message upon entry of a vehicle registration contained in the seizure eligible file residing on seizure eligible database;

The System shall contain sufficient security features such that a vehicle registration entered which is contained in the seizure eligible file residing on the LPRS cannot be bypassed (i.e., not booted) without supervisory authorization;

The System shall retain the maximum amount of activity data in log files for each unit/device; This data shall be downloaded to a local pc and made available via the maximum amount of supervisory reporting programs;

The System shall provide the capability for supervisors to perform field audits via viewing log file data contained on the hand-held unit;

The System shall provide for remote access to the management features of the system from designated pc workstations for authorized supervisors;

The System shall accommodate wireless data transfer.

The hardware and software, including operating system and programming language, shall be such that these system “components” shall be refreshed as significant improvements become available and, further, the implementation of such improvements shall not adversely affect any other system components, features or functionality. Enhancements shall be fully tested by the Vendor and shall be fully functional in a production environment when delivered.

The City may desire additional features and functionality relative to various parking enforcement and management initiatives including, but not limited to: resident permit parking enforcement, time-based parking violation enforcement, photo enforcement of parking violations, turnover studies, stolen vehicle identification, etc... All data shall be fully integrated with the Vendor’s core parking violation system as applicable. The Vendor’s LPRS shall accommodate multi-tasking capability which shall not adversely affect any other system components, features or functionality.

The System shall be capable of real time booting and real time system updating to the boot and tow system (i.e., location of vehicle booted, vehicle color and make, boot number) and any and all information necessary to complete a boot record by wireless cell card or some other wireless system.

The Vendor’s LPRS shall be capable of reading not only the scofflaw file but other LPR applications such as the Resident Parking file, the Stolen Vehicle System, and any future applications. The System shall be capable of wireless transmitting an e-mail file of the location of the stolen vehicle, as well as a picture of the plate to any e-mail address programmed into the system without operator intervention. The System must also be capable of doing turnover studies and live booting (i.e. update and search the system by way of a wireless system, cell, satellite, and so forth in real time). The LPRS Back Office System shall have the ability to store and catalogue photos for up to sixty (60) days from the system located at the rear gate and be capable of recalling those plates on demand (search by Plate, Street, Location, time and date).

A third LPR System is to be located at the tow lot, at the impound lot gate, capable of scanning the license plates of vehicles entering and exiting the lot for the purpose of tow lot inventory control. This system shall be capable of interacting with the master parking management system (Tow and Hold) by automatically matching and time stamping the tow record upon vehicle arrival. Such data shall be matched to vehicles exiting the lot with departure time recorded. This data shall be retained in the Vendor’s Lot Inventory System and shall produce a bar code inventory control transaction label with a recognizable transaction number and license plate. The System shall have the capability to store and catalogue photos up to sixty (60) days.

The LPR System shall match the transaction paid at any cashiering location to the license plate leaving the lot and confirm the vehicle has left the lot in the system. The System must also be capable of expansion for future upgrades. A terminal located at the entrance of the impound lot shall be capable of reconciling, reading bar codes, printing bar codes, and other information as needed on a form, tag, decal or other media that might be necessary.

4.13

ABANDONED VEHICLE SYSTEM

(4.13) ABANDONED VEHICLE SYSTEM

(4.13.0) On-Line, Real-Time, Integrated System

The Vendor must provide an on-line, real-time Abandoned Vehicle System. The Abandoned Vehicle System shall be comprehensively integrated with the systems, subsystems and system elements of the PVPMISS that are set forth in this RFP.

Payments received through the On-Line Cashier System shall be immediately reflected in this System. On-line dispositions and suspended transactions shall also be immediately reflected in this System. Also, by way of further example, the 'name' of identified violators shall be accessible from the same 'name' access or menu screen(s) as for parking violations.

The vendor must also provide an Abandoned Vehicle Reporting System whereby complaints can be reported by the City's Mayor's office in an automated fashion to the City's BTB/Tow Lot personnel. The Vendor's system shall allow for the tracking, investigating and subsequent reporting back to the Mayor's Office all such complaints and, as necessary, the transmission of data for creation of an Abandoned Vehicle Violation Record in the PVPMISS.

AVRS shall be made to be fully adaptable to communicate to other applicable systems either the Vendors or the City's.

(4.13.1) Creation of Records by the City

The Tow Lot shall utilize the Vendor's Abandoned Vehicle Reporting system to create a database of all such complaints. This database shall provide the Tow Lot personnel with the capability to create a "Pre-List" of all complaints grouped by Boston Police District as a function of the Mayor's office reported-location ward and precinct. The system shall provide the capability to track the outcome of the complaint investigation and entry of the Abandoned Vehicle Report (AVR) ticket data. The Vendor's system shall accommodate multiple vehicle statuses for a single complaint.

Upon the towing of an abandoned vehicle to the Tow Lot, City staff persons research vehicle owner data via the 'vehicle identification number' (VIN).

The vehicle owner data and information that is obtained via research is then updated, along with data and information from the AVR ticket and data from Tow Lot staff, by City staff to the vendor's Abandoned Vehicle Reporting System in order to create an abandoned vehicle record.

The system shall be capable of reporting changing status of records for tracking purposes.

The system shall correctly assign AVR records to the appropriate Ward and Precincts and the appropriate Boston Police Department Areas and districts by the street, street number and location supplied by the city.

(4.13.2) Creation of Records by the Vendor

The above-mentioned abandoned vehicle records are currently sent by the City from the Vendor's Abandoned Vehicle Reporting System to the Vendor for update to the PVPMISS via file transfer from a City personal computer to the Vendor's MVS dataset with all information updated within 24 hours.

The data and information contained on these records shall include, at a minimum:

- violator name
- violator address
- violator license number
- violator date of birth
- AVR ticket number
- Vehicle Identification Number (20 character minimum)
- date of violation
- location of violation
- vehicle make
- vehicle color code
- registration number assigned to vehicle
- registration number on vehicle (if available)
- Inspection Sticker date
- issuing agent badge number
- Tow Fee
- Tow Fee date
- Abandoned Vehicle Fee
- Trash Fee
- Trash Fee date
- Disposal Fee
- Disposal Fee date.

This data and information shall be provided to the Vendor on a weekly basis and shall be updated to the Abandoned Vehicle System within twenty-four hours of receipt by the Vendor.

The update of this information shall include the system calculation, by the Vendor, of the total amount due via the addition of the above-mentioned fees.

Also, the Abandoned Vehicle System must provide for an 'Abandoned Vehicle Fee date' data element, which shall automatically be assigned the same date as the above referenced Abandoned Vehicle Ticket date of violation.

Further, the Vendor must efficiently and effectively accommodate, and provide on-line access for, all additional data fields and elements for all activities, events or transactions that relate to the abandoned vehicle record. These include the areas of payments, notices, RMV dispositions, Tow Lot activity (e.g., 'storage fees'), etc.

This data is currently downloaded weekly for the purpose of the Pre List. However the system shall accommodate ad-hoc reporting for Pre-List generation. .

(4.13.3) Screen Format and On-line Access and Integration with the PVPMISS

As stated on the previous page, "the Vendor must efficiently and effectively accommodate, and provide on-line access for, all data fields and elements for all activities, events or transactions that relate to the abandoned vehicle record. These include the areas of payments, notices, RMV, dispositions, Tow Lot activity (e.g., 'storage fees'), etc."

Toward this end, in terms of screen format, the City desires to utilize the same general format as that set forth for parking tickets in the 'Required Screen Data' section of this RFP.

The Abandoned Vehicle System shall be integrated with the Vendor's PVPMISS so that on-line access to abandoned vehicle records is operationally convenient, efficient and effective. Toward this end, the City requires that on-line access be conducted from the same general inquiry screens or menu(es) used for parking violation records.

Immediately upon update to the Vendor's System, the Vendor must provide for on-line, real-time inquiry of the abandoned vehicle violation record by City staff via, at a minimum, the AVR ticket number, name and driver's license number. (A license plate number is not a reliable or consistent index for abandoned vehicle inquiries and shall not be utilized for this purpose.)

On-line access for abandoned vehicle records via 'AVR ticket number' can be via either through the user- friendly, efficient and effective: (a) provision of a separate menu item, or (b) utilization of either the 'registration number' or 'ticket number' parking ticket menu (access) fields.

On-line access for abandoned vehicle records via 'name' and 'driver's license number' can be via either through the user-friendly, efficient and effective: (a) provision of a separate menu item(s), or (b) utilization of either the 'name' or 'driver's license number' parking ticket menu (access) fields.

Also, on-line access for abandoned vehicle records via 'name' and 'driver's license number' shall accommodate record 'collateralization' functionality. In other words, all parking ticket related registration records and all abandoned vehicle records assigned to the same entity shall be automatically combined in a manner that provides for: (a) summary viewing of a list of said records, and (b) the efficient and effective (scrolling or other) access to each individual record.

(4.13.4) Scheduling of Hearings and Hearings Support

The Abandoned Vehicle System shall automatically schedule hearing dates and times for identified violators.

Standard volume, date and time parameters will be provided by the City. For example, a maximum of seventy-five (75) hearings would be scheduled for each Tuesday and Thursday of each week and all hearings for those days would be scheduled for either of two (2) times, 10:00 A.M. or 2:00 P.M. The number of hearings scheduled shall be proportional for each of the two time periods.

The Vendor shall print at OPC the 'Hearing Disposition Forms' for each scheduled hearing for the use by City Hearing Officers at the hearings. The content and format of the 'hearing disposition forms' shall be specified by the City.

Hearing dispositions will be data entered on-line, real-time by City staff. The Abandoned Vehicle System must accommodate the dismissal of all fines or a combination of the fines.

(4.13.5) Generation, Printing and Mailing of Notices

The Abandoned Vehicle System must generate, and the Vendor shall print, insert (along with a return envelope) and mail within a specified time period prior to the above-mentioned hearing date, an 'Abandoned Vehicle Notice To Appear'. This notice shall inform the identified violator of the infraction and the above-mentioned hearing date and time (in addition to an option to pay the violation in lieu of a hearing).

If payment in full is not made or if complete dismissal is not effected during a specified time period following the hearing date, the Abandoned Vehicle System shall automatically generate, and the Vendor shall print, insert (along with a return envelope) and mail an 'Abandoned Vehicle Default Notice' that informs the identified violator of pending non-renewal of driver's license and/or registration.

These notices shall be in letter format and shall include, at a minimum, the following data from the abandoned vehicle record:

notice date, name and address, AVR ticket number, Vehicle Identification Number (VIN), registration number (if available), vehicle make, vehicle color, location of violation, violation date and total amount due.

The required format and content of the above notices are contained in the 'Notice Program' document.

The Vendor may also be required to generate notices upon the confirmation of non-renewal action by the RMV.

Within twenty-four hours of the generation of the above notices, the Vendor shall provide to the City a 'Notice Register' that lists the data pertaining to each of the notices generated and mailed as well as summary counts and amounts. The records appearing on these registers shall be organized by AVR ticket number. For the 'Notice To Appear' notice, said register must also be organized according to hearing date and time.

(4.13.6) Payment Processing

Payment processing will typically be handled by the City and payments will be directed to the City via 'return envelopes', etc.

Payment processing shall be conducted via the On-Line Cashier System. The Vendor's PVPMISS must accommodate the efficient and effective processing of complete and partial abandoned vehicle payments.

(4.13.7) Revisions to Vehicle Owner Name and Address

Frequently, registrants initially identified, as owners of abandoned vehicles will provide the City with the name and address of an individual or entity to whom they sold their vehicle prior to the incidence of vehicle abandonment. A vehicle may change hands numerous times in private sale transactions prior to abandonment. Therefore, the Abandoned Vehicle System must allow for the overlay of a new name and address over an existing (initial or overlaid) name and address. At present, such revisions are processed on-line by the City.

All overlaid names and addresses must remain in the system in a name and address history file, preferably the same file(s) as that used for parking tickets.

Upon the identification of a revised vehicle owner, the Abandoned Vehicle System shall schedule and generate the above described hearing and notices.

Within twenty-four hours of the generation of the above notices, the Vendor shall provide to the City a 'Notice Register' that lists the data pertaining to each of the notices generated and mailed as well as summary counts and amounts. The records appearing on these registers shall be organized by AVR ticket number. For the 'Notice To Appear' notice, said register must also be organized according to hearing date and time.

(4.13.8) Non-Renewal of Driver's License and/or Registration

At this time the City does not anticipate the need to conduct non-renewal interface with the RMV for abandoned vehicle violations. However, such interface may be required at a later date in time.

(4.13.9) Tracking of Repeat Violators

The law regulating penalties for abandoned vehicles states that "whoever abandons a motor vehicle ... shall be fined two hundred and fifty dollars [\$250] for the first such abandonment and five hundred dollars [\$500] for each such abandonment thereafter." Note: the amount in question refers to the 'Abandoned Vehicle Fine' data element described earlier in this section.

The Abandoned Vehicle System must accommodate this provision of the law and shall count and track the number of separate occurrences of vehicle abandonment by the same individual or entity so that the System will automatically assess the correct fine amount for any abandoned vehicle record submitted to the Vendor.

The law also provides that:

if the owner has abandoned a motor vehicle or vehicles on three occasions ... each subsequent abandonment ... shall result, in the case of a person, in the revocation for one year of the owner's license to operate a motor vehicle, and in the case of an entity, in the revocation for one year of the owner's license or permit to operate a business pertaining to the towing, storing, servicing or dismantling of motor vehicles including automobile graveyards and junkyards.

The Abandoned Vehicle System must accommodate this provision of the law and shall count, track and report on the number of separate occurrences of vehicle abandonment that exceeds three by the same individual or entity so that the City can initiate the above-mentioned suspension action wherever possible. The City will specify the frequency and timing of these reports.

(4.13.10) Tow Lot Support

As previously explained in this section, the Vendor's Abandoned Vehicle Reporting System is used to coordinate the activities of City tow crews in the towing of abandoned vehicles.

However, as stated in the 'Boot and Tow System' section of this RFP ('Abandoned Vehicle Program Tow Lot Support' subsection), the tow elements of the Vendor's Boot and Tow System shall be utilized by City staff to accommodate certain abandoned vehicle scenarios. These scenarios relate to the fact that once at the Tow Lot, an abandoned vehicle may be placed into storage:

- 1) for auction if the vehicle is determined to possess sufficient value; and/or
- 2) pending retrieval by the owner within a short time period following the tow.

For both of these situations, the storage fee elements of the Boot and Tow System would be activated and storage fees would accumulate according to the storage fee formula set forth in the 'Boot and Tow System' section of this RFP. This will continue up until the point in time that Tow Lot personnel indicates that the vehicle has been auctioned, retrieved, repossessed or disposed of.

For scenario #2 above, or due to some other circumstances, Tow Lot personnel would also need to create a tow record.

Tow fees for abandoned vehicle violations shall be on-line, real-time data entered by Tow Lot staff. The Vendor shall accommodate a dollar amount 'tow fee' as determined by the City.

The creation of a tow record typically occurs when the City determines that a vehicle should not be processed as abandoned. In such an instance, no abandoned vehicle record would be created by the City.

However, the Vendor shall provide the flexibility to create a tow record for a vehicle that is processed as abandoned, and where an abandoned vehicle record is created by the City.

Tow Fees – The system shall automatically process the creating, transferring and exporting of information for tow record to the Boot & Tow subsystem using the information already supplied in the AVR System. There might also be a need to return such records from AVR status back to an active AVR status.

Scanning of AVR Documents –The system shall accommodate the scanning of AVR Tickets and supporting documents of AVR information and the association of such scanned documents to the AVR record. The Vendor shall provide hardware and a communication environment capable of supporting this component.

Creation of AVR Complaints – The system shall accommodate the ability to enter Abandoned Vehicle Complaints in a similar fashion to the Mayors 24 Hour Hotline. These entries shall be integrated to appear in the PreList function in a like and similar way that the 24 Hour Hotline complaints are treated. There shall be a reporting capability on such records similar to those received via the Mayors 24 Hour Hotline.

(4.13.11) Qualifying Statement Regarding Tow Lot Support

The City wishes to qualify the requirement that the Boot and Tow System support the Abandoned Vehicle System.

From the perspective of the City, it appears reasonable to utilize portions of the Boot and Tow System for abandoned vehicle support. The City's objective in this regard is to optimize operational efficiency and effectiveness through the utilization of one unified and integrated system.

However, a prospective Vendor's Abandoned Vehicle System may support the above-mentioned tow and storage functions within their Abandoned Vehicle System. This arrangement may be acceptable so long as the operational and on-line inquiry functions that must be performed by the City are provided for in a user-friendly, integrated, efficient and effective manner.

The AVR System shall be fully integrated with the core Parking Violation System via an operationally efficient and effective manner in such a way as to optimally interact with all applicable subsystems or components of the core system in an integrated manner.

(4.13.12) Abandoned Vehicle Custody Notification

The Vendor shall provide the capability, for vehicle impoundment (i.e., vehicles that have been towed to the Tow Lot as a result of abandonment and are to be held for auction) to automatically generate a Vehicle Notification Letter to the registered owner of said vehicle, so informing them that the city is in possession of the abandoned vehicle. The Vendor shall provide the capability for City personnel to manually generate such Vehicle Notification Letters. A record of all Vehicle Notification Letters shall be maintained and displayed in the Vendor's PVPMISS and available to all City personnel via the Boot and Tow System as well as other Customer Service PVPMISS screens of primary interest (i.e., Ticket level Data Screen) via a user friendly efficient

and effective manner. Letters manually generated shall be separately noted in the Vendor's system.

(4.13.13) Further Requirements for Abandoned Vehicle Reporting System

As stated previously in this section, the City shall utilize the Vendor's Abandoned Vehicle Reporting System to accept abandoned vehicle complaints from the City's Mayor's Office in an automated fashion and to report back in an automated fashion to the Mayor's Office the subsequent status of each complaint.

The Vendor's Abandoned Vehicle Reporting System shall provide the maximum amount of user-friendly, operationally convenient, efficient and effective features and functionality.

The Vendor's Abandoned Vehicle Reporting System shall be completely and comprehensively integrated with all systems, subsystems and system elements of the PVPMISS that are set forth in this RFP.

4.14

ON-LINE MULTIPLE VEHICLE - SINGLE OWNER/ENTITY SYSTEM
(MULTI OWNER SYSTEM)

(4.14) ON-LINE MULTIPLE VEHICLE - SINGLE OWNER/ENTITY
SYSTEM (MULTI OWNER SYSTEM)

(4.14.0) Definition and Objectives

The On-Line Multiple Vehicle - Single Owner/Entity System (hereafter referred to as the Multi Owner System) shall be provided by the Vendor to reduce certain City costs and to centralize and consolidate the customer service functions, dunning notice activity, and appeal and payment processing activities for entities operating multiple vehicles in the City of Boston. For example, to assist companies that operate fleets of vehicles to make timely payments or appeals for violations, a monthly billing report shall be generated for a participating company rather than multiple dunning notices being mailed. (This also reduces City costs for postage, forms, etc.)

The City shall utilize the Multi Owner System for the following four (4) categories of entities, which are subject to increase, and which are described in this section:

- Fleet Vehicles
- Government Vehicles
- Dealer Plate Vehicles
- Lease/Rental Companies submitting surcharge payments.

(4.14.1) Summary of Support Functions

By way of summary, the Multi Owner System shall efficiently and effectively support/provide the following functions and activities:

- integration with the PVPMISS
- on-line access and inquiry
- creation of multi owner record (by City staff)
- changes to multi owner record
- termination of multi owner record
- post/add (multiple) license plates to the multi owner record (by City staff)
- delete license plates from the multi owner record
- change license plate information
- record lease vehicle surcharge payments (by City staff)
- generate consolidated and detailed billing reports where applicable
- update payment
- depending upon category of entity, prevent certain system generated activities from occurring, such as: name and address requests, application of penalties, seizure, non-renewal, 'regular' noticing.

The system requirements to support these functions are described in detail below.

(4.14.2) Multi Owner Number

All license plates that belong to a particular entity shall be assigned a multi owner number (or some other efficient and effective unifying and descriptive element) that is common to all of those plates so as to generate consolidated and centralized information about the multiple plates. This number shall also be utilized to differentiate between the categories of multi owner plates and specific requirements therein. For example, as described in this section, a Fleet multi owner vehicle shall NOT be subject to seizure while a Dealer vehicle would be subject to this action. Also, City staff must be able to visually differentiate between categories of entities via the multi owner number (at present, for example, all multi owner numbers that begin with the numbers '01' belong to Fleet Vehicles).

It should be noted that the same multi owner number could be assigned to license plates that are owned/registered by different persons or entities.

The Vendor shall allow for the manual or automatic application of sequential multi owner numbers to all categories of entities. City staff shall typically apply multi owner numbers to all categories of entities except for Dealer entities, which shall be assigned this number via the Vendor.

(4.14.3) On-Line and Comprehensively Integrated System

The Multi Owner System shall be on-line and shall be integrated with the PVPMISS. In terms of examples of the level of integration required:

- a) The Multi Owner System shall provide summary dollar amount outstanding information for each license plate that belongs to an entity. Ticket level information can be provided through the Master Violations File.
- b) Ticket payments shall be processed by the City through the On-Line, Real-Time, 'Point of Sale' Payment Processing System described in this RFP. The conveyance/'carry-over', from said payment processing system to the Multi Owner System, of the 'Dollar Amount Paid' for violations is not necessarily required so long as the new (post payment) 'Outstanding Dollar Amount Due' is updated to reflect (i.e., deduct) the amount paid. However, 'Dollar Amount Paid' for lease/rental vehicle surcharges shall be reflected in the system via the manual posting of said surcharge payment to the Multi Owner System by the City.
- c) The posting of a license plate 'Effective Date' (provided by the entity) shall, in the event of tickets being issued prior to that date, result in the 'splitting' of that plate record to ensure that the multi owner entity vehicle is not booted for another lessee's tickets, etc.
- d) Termination of a license plate from a multi owner record shall result in all tickets issued subsequent to the termination date to be processed by the PVPMISS in accordance with requirements for non-multi owner plates.
- e) The multi owner number shall be displayed on general inquiry screens.
- f) Additional PVPMISS interface requirements, for example non-application of late penalties, are set forth in this section.
- g) The Multi Owner System shall provide the capability for the Vendor to reapply overpaid ticket amounts to outstanding ticket amounts, in accordance with City reapplication criteria, utilizing/matching on multi owner number.

(4.14.4) On-Line Data Entry and Inquiry / Access Screens

The City shall be responsible for data input of multi owner data and information. The on-line data entry and data inquiry of all multi owner data and information must be provided for in a user-friendly and operationally convenient, efficient and effective manner.

Inquiry screens format shall accommodate the need for minimal and efficient access and scrolling routines through the user-friendly consolidation of data on screens. Two primary access screens are required:

- (1) for a multi owner entity record, and
- (2) for the license plate information associated with the entity.

(Data field and other requirements for these two information areas are described on the following pages.)

The creation, modification and termination functions required for both the owner entity record and license plate information can be provided through sub-screens, provided that access to sub-screens is direct through data elements of primary interest from either of the two primary screens.

Initial on-line access shall be conducted, at a minimum, via: (a) entity name, and (b) entity multi owner number. This access shall allow users to access either the owner entity screen or the plate information screen.

Also, users shall be able to directly scroll between the owner entity screen and the plate information screen.

Further, regarding the license plate information screen, users shall be able to directly access a particular license plate's information without page scrolling via the data input (on the license plate information screen) of the plate in question. The Vendor shall also provide users with the option of selecting access for the following status categories of license plates:

- ALL PLATES (all plates regardless of whether active, terminated or dollar amount outstanding -- the system shall initially/automatically default to this option)
- ACTIVE PLATES (all plates that are not terminated regardless of whether a dollar amount outstanding is zero or greater than zero)
- OPEN PLATES (all plates with a dollar amount outstanding greater than zero)
- TERMINATED PLATES (all plates that have been terminated).

(4.14.5) Multi Owner Entity Record and Access Screen:
Creation, Changes to and Termination

The minimum required data fields for a Multi Owner Entity Record Screen are described below. Unless otherwise noted, the data that shall comprise these fields shall be entered by the City:

- ABBREVIATED NAME of the entity (minimum of 15 characters)
- COMPLETE NAME of the entity (minimum of 35 characters)
- STREET MAILING ADDRESS (minimum of 60 characters to accommodate all possibilities)
- CITY MAILING ADDRESS of the entity
- STATE MAILING ADDRESS of the entity (2 characters)
- ZIP CODE (9 characters)
- MULTI OWNER NUMBER (minimum of 9 characters)
- CONTACT PERSON
- TELEPHONE NUMBER
- CLERK ID NUMBER of person creating record, etc.
- DATE CREATED should be automatically entered by the system
- DATE LAST CHANGED to capture the date of last revision (should be automatically entered by the system)
- TERMINATION DATE if entity withdraws or is terminated from the multi owner program.

Due to address changes, personnel changes, etc., the above information, once entered, will need to be efficiently changed by the City. However, the Multi Owner Number and system generated dates shall not be subject to change.

Also, the Vendor shall provide for the efficient termination of an entity from the multi owner system. However, the data and information entered for the entity shall be retained by the system until the Vendor is notified otherwise by the City.

(4.14.6) License Plate Information Records and Access Screen:
Creation/Posting, Changes to and Termination

The License Plate Information Records and Access Screen shall contain a minimum of two main components:

- 1) Entity Summary Information (from the Multi Owner Entity Record), and
 - 2) License Plate Detail Information (to be sorted in alpha/numeric order and preferably for a minimum of ten license plates per screen).
- 1) Entity Summary Information: The minimum required data fields for Entity Summary Information are described below:
- MULTI OWNER NUMBER
 - ENTITY NAME AND ADDRESS
 - ENTITY PHONE NUMBER
 - ENTITY CONTACT PERSON
 - DATE RECORD CREATED
 - DATE TERMINATED
- 2) License Plate Information: The minimum required data fields for License Plate Detail Information are described below. Unless otherwise noted, the data that shall comprise these fields shall be entered by the City:
- STATE, PLATE NUMBER (plate type should also be included via abbreviation of type)
 - EFFECTIVE DATE of license plate (which is supplied to the City by the entity and shall define the point in time that tickets issued to a plate are to be treated as multi owner tickets)
 - ENTITY VEHICLE NUMBER (an entity may internally assign an identification number to track their vehicles -- a minimum of 9 characters is required)
 - TOTAL DOLLAR AMOUNT OUTSTANDING (including fines, penalties and fees -- this amount shall be automatically entered by the system)
 - TERMINATION DATE (the date that a vehicle is listed as no longer belonging to an entity and the date, after which, tickets issued to a vehicle are not processed according to multi owner requirements).

The following information, once entered, may need to be efficiently changed by the City: Effective date, Entity vehicle number and Termination date.

Also, the Vendor shall provide for the efficient termination of a license plate. However, the data and information entered for the plate (excluding TOTAL AMOUNT DUE) shall be retained by the system until the Vendor is notified otherwise by the City.

(4.14.7) Additional Requirements for Dealer Vehicles

Proposers should refer to Vendor responsibilities for Dealer plates set forth in the 'Registry of Motor Vehicles Interface System and Requirements' section of this RFP, specifically 'Section 5 License Plate Registrant Identification Information'.

Dealer plate information that shall be secured by the Vendor from the MA RMV (at a minimum, once per year), in addition to being applied to the Master Violations File, shall be assigned to the Multi Owner System so that all license plates with outstanding tickets registered to a particular Dealer entity are consolidated.

Plates assigned to Dealer entities shall NOT be exempt from any ticket late penalty or enforcement action (e.g., booting) described in this RFP. The City's objective in including these plates in the Multi Owner Program is primarily related to consolidated noticing and efficient customer service. Toward this end, the Vendor shall utilize the SPV and Seizure Notices (described in the 'Noticing' section of this RFP) for dunning notice purposes.

(4.14.8) Additional Requirements for Fleet Vehicles and Government Vehicles

To participate in the multi owner program, interested and eligible fleet entities (e.g, utility and courier companies) are required to sign an agreement letter with the City specifying their intentions to pay or appeal all violations when billed monthly. Participating entities will then supply the City with, among other things, the registration numbers of all vehicles in their fleet.

The Vendor shall provide a Multi Owner System that enables the City, on a monthly basis, to send participating entities a consolidated, hard-copy report or a computer disk for invoicing purposes. (The Vendor shall update payments for specified Fleet Companies via a batch payment update, i.e., City staff shall not process such payments.) The report must be in plate number order and contain, at a minimum, the following information:

- outstanding violation numbers
- issue dates
- issue times
- location of violation
- type of violation
- make of car
- amount paid (only for open tickets, if applicable)
- penalty amount reduced (i.e., not applied)
- total amount due, and
- a notation which denotes if a violation has a hearing scheduled.

A report shall be generated on an as need bases, for plate audit purposes, and all plates that have been registered with the Multi Owner System for a particular entity must appear on the report regardless if any violations have been issued to them.

Violations issued to Fleet and Government vehicle registrations residing in the Multi Owner System shall not be assessed late penalties. In addition, standard notices such as the Overdue Notice, etc., shall not be generated. Further, participating registrations shall not be deemed boot eligible, shall be exempt from non-renewal action, and name and address information shall not be requested from the Registry of Motor Vehicles.

Entities not fulfilling their obligations to the City shall be removed from the Fleet Vehicle System. Upon such action by the City, the Vendor shall automatically resume all collection activities including late penalty assessment, name and address request, non-renewal action, and boot eligibility determination.

(4.14.9) Additional Requirements for Lease/Rental Surcharge Payments and Notice to Prospective Vendors

The City receives a 60 cent surcharge fee for each lease, rental or taxi contract written in the City of Boston. The City desires to utilize the Multi Owner System to manage the surcharge collection responsibilities.

Prospective Vendors shall be advised that the requirements for this surcharge collections and management are at present unique to this particular function -- primarily due to the absence of plate or violation records and the posting of entity-related (versus plate-related) payment amounts. However, the tasks associated with surcharge payments do include the utilization of: (a) the Multi Owner Entity Record (e.g., entity name, address, contact person, etc.) for customer service and other purposes, and (b) the NAME and MULTI OWNER NUMBER for access purposes. (Also, in the event that the City were to implement any type of entity FEE, which is not anticipated at present, collection management tasks for lease/rental surcharge collections would not be unique to the requirements of the Multi Owner System.)

Therefore, although it is desired, Prospective Vendors are not required to include or to integrate the below listed requirements in their Multi Owner System. However, in the event that surcharge management and collections are not integrated into the Multi Owner System, all before mentioned requirements that relate to the: Multi Owner Entity Record, multi owner number, on-line system, user-friendly and operationally convent data input and access, etc., shall be provided by the Vendor in an efficient and effective manner.

In terms of screen requirements, preferably a minimum of ten surcharge payments shall be recorded per screen. Further, the City requires that this information be included on the Multi Owner Entity Record Screen or directly accessed from this screen. The additional minimum required data fields for surcharge collections and management are described below:

- Payment due date - shall be entered by the City.
- Amount paid - shall be entered by the City.
- Date paid - shall be entered by the City.

Each week the Vendor shall provide a Surcharge Deposit Report which shall include the following information:

- multi owner number
- payment amount by company
- company name
- street address
- city and state address
- payment process date
- total payment amount.

4.15

PARKING METER MANAGEMENT SYSTEM

(4.15) PARKING METER MANAGEMENT SYSTEM

(4.15.0) On-Line and Integrated System

The Vendor shall provide an on-line integrated Parking Meter Management System which shall maintain an inventory of all meters, maintain a record of the current and past meter status, and record the type and frequency of repairs for each meter.

Users of these features shall include parking meter maintenance and repair personnel located at the BTB's Southamptown Street facility, parking ticket customer service personnel located at City Hall, and parking enforcement personnel located at the BTB's Frontage Road facility.

In addition to access/inquiry screens for the system features described in this section, the Meter Management System must accommodate the user-friendly and operationally convenient and effective on-line access of meter outage and repair data (consolidated onto a single-screen) via the General Inquiry Screens (for use by parking ticket personnel in the event a parking violation is associated with a parking meter number).

(4.15.1) Data Input / Data Entry

The Meter Management System shall provide for the user-friendly and operationally convenient and effective data input/entry of parking meter data by authorized City personnel. The City of Boston utilizes MacKay electronic parking meters (Guardian XL) equipped with hand-held devices (Jett XL) which collect data from the meters via infrared signal. The City also utilizes Parkeon Multi-space parking meters (Strada BNA model). This data shall then be uploaded to the Vendors Meter Management System. This data shall include:

- a) meter revenue data (collection route number, crew number, number of meters on route, the number of days in the month that meters were authorized for collections, and amount collected by route)
- b) meter outage and repair data (outage type according to outage codes provided by BTB [2 character, alpha codes], crew and section the outage was reported by, the date and time of outage, repair type according to repair codes provided by BTB, meter number, date and time of repair, and who performed the repair)
- c) and meters installed or taken out of service (meter number and date).

(4.15.2) System Features

The Meter Management System shall include at a minimum the following features, which shall be user-friendly and operationally convenient, efficient and effective:

- 1) Provide a primary parking meter record which consists of: make, model, time limit, days and hours in effect, type of space, meter number, neighborhood/district in which located, street name, names of intersecting streets at both ends of the block, side of the street where located, rate, manufacturer, model number, date of purchase, date installed, status (in or out of operation with applicable dates) and preventive maintenance dates;
- 2) Allow for the inquiry, entry and update of information about any individual meter by its meter number;
- 3) Allow for a user to make global changes to the records of all meters on the same side of the same block;
- 4) Display upon inquiry the collection route, maintenance route, number, makes, time limits and rates of meters on any block by entering its location (neighborhood / district, street name, side of street and either block or intersecting streets);
- 5) Allow for the inquiry, entry and update of outage and repair information for any meter by meter number, maintenance route, outage applicable to multiple meters, or pending repair applicable to multiple meters;
- 6) Allow for inquiry on all pending and completed repair items, by meter number;
- 7) Allow for inquiry on daily and total to-date yearly summary status statistics for all meters in the system, to include the number of meters installed, number of meter outages repaired, number of meters placed temporarily out of service and returned to service, number of removed meters, number of replaced meters, and number of meters that went out of service and returned to service for reasons other than temporarily out of service or removal;
- 8) Simulate the effect of changes in meter rate, time and amount/number of meters in order to project revenue impact.

(4.15.3) Meter Outage / Repair Screen

This screen must provide a record of the outage and repair of a parking meter.

Outage information shall include, at a minimum:

- outage date
- outage reason
- ticket number associated with each outage
- source of each outage report.

Repair data shall include, at a minimum:

- the date and time of repair
- repair crew
- action performed as a result of each outage report.

A notation must indicate additional records contained on additional screens accommodated by a scrolling function.

As previously stated, the Vendor shall accommodate the user-friendly and operationally convenient and effective on-line access of meter outage and repair data directly via the General Inquiry Screens (for use by parking ticket personnel in the event a parking violation is associated with a parking meter number).

Access to this screen shall also be available independent of any parking ticket inquiry, e.g., separate menu item.

Meter outage and repair data shall be maintained on the On-Line System until the Vendor is instructed to remove such data via archive procedures approved by the City.

(4.15.4) Management and Activity Reporting

The Vendor's Meter Management System shall routinely provide paper and/or electronic copies of the following reports relating to meter management:

- 1) A daily meter outage report, listing all reported meter outages by maintenance route. This report shall identify meters affected by outages and meter location, type of outage, date and time reported, and crew identification, and shall also include repair action, date, time and person who repaired the meter.
- 2) A monthly meter collection report, listing by week of the month, the collection route and crew, and the number of meters from which collections were obtained. Also, the number of days in which meters were authorized for collections, the projected revenue collection for that period based on the average meter revenue per day for that month in the previous year for that collection route, the actual amount collected, the date of revenue deposit, and totals.
- 3) A daily meter repair report, listing all repairs to meters by maintenance route and meter number. This report shall list the type of outage, type of repair, and repair date and time.
- 4) A weekly meter repair activity report, listing repairs by type and maintenance route. This report shall list the number of repairs within each maintenance route, by repair type and the percentage of total repairs by each repair type, and cumulative monthly and year to date repair totals.
- 5) A weekly meter inventory report, indicating the operative status of meters by collection route. This report shall list the number of in-service meters, bagged meters, not-in-service meters, removed meters and total meters, with totals.
- 6) A monthly meter revenue report, listing meter collections by collection route. This report shall list the number of meters and number of collections in each route, dollar amount of collections for the same month in the previous year, the dollar amount of collections in the reporting month, the percentage change from year to year, the average revenue per meter for the reporting month, and year to date dollar amount of collections.

- 7) A monthly meter revenue report comparing collections to projections. This report shall include, by collection route, the projected collections amount based on the same time period in the previous year, the amount collected, and percentage of difference between projected and collected.
- 8) A monthly meter maintenance activity report, by maintenance route, summarizing meter data. This report shall list the operative time period for meters in each route, the monetary rate per hour or minutes, manufacturers of meters, and number of meters installed by each manufacturer.
- 9) A monthly meter inventory report, listing all meters by street, block and collection route. This report shall also include meter numbers, side of the street, manufacturer, days and hours operable, time limits, dates of installation, and service status (in service or out of service).
- 10) A monthly meter inventory, listing the number of meters, time limit, hourly rate and manufacturer(s) of meters in each maintenance route.

4.16

SIGN MANAGEMENT SYSTEM

(4.16) SIGN MANAGEMENT SYSTEM

(4.16.0) On-Line and Comprehensive Sign Management Work Order System

The Vendor shall provide a comprehensive, on-line Sign Management System for the maintenance, update, and access of sign data for which a 'work order' has been generated by City staff.

Presently, all sign activities and operations conducted by the City are scheduled and executed by BTM staff via a written work order. Work orders serve as instructions to install, remove, replace, or modify signage, due to a missing or damaged sign, a new regulation, etc.

(4.16.1) Maintenance of All Sign Activity

Sign data shall be maintained for all signs maintained by the Boston Transportation Department, including parking regulation signs, street name signs, traffic regulation signs (such as 'Stop' signs, etc.), and miscellaneous informational signs. There are currently approximately 54,000 work order records on the system, and approximately 7,000 - 8,000 work orders are entered to the system per year. However, this number may increase for unforeseeable reasons and the Vendor must have the capability to accommodate up to 20,000 work orders per year.

(4.16.2) Creation of Records

City staff shall input the data from scheduled and/or completed work orders so as to create comprehensive records of on-street signage. Said records shall include, at a minimum, the following data and information for each work order:

- work order number
- status ("complete" or "active")
- street name and, when available, street number
- neighborhood
- date work order created
- investigator name
- reason for work order (e.g., new regulation, repair)
- date of data entry
- user i.d. of data entry operator
- date and time actual work completed
- work crew i.d.
- exact location of sign activity (up to 10 per work order)
- type of activity (installation, removal, etc. -- up to 10 per work order)
- type of sign (up to 10 per work order)
- description of sign verbiage (up to 10 per work order).

Data input of work order information shall be operationally convenient, efficient and effective.

Such work order records shall permanently reside in the System unless the Vendor is otherwise notified by the City.

(4.16.3) On-Line Access

The Sign Management System shall accommodate user-friendly and operationally efficient and effective on-line access for, at a minimum:

- a particular work order
- groups of work orders.

On-line access to a particular work order record shall be available by entering the work order number.

On-line access for groups of work orders shall be available through, at a minimum, each of the following variables or combination of variables:

- crew identification
- street address
- neighborhood and work order status (status as either 'complete' or 'active')
- creation date and work order status
- completion date and work order status.

Access by street address shall produce a listing of work orders sorted by their address on the street and shall conveniently scroll to work orders with higher and lower addresses on the same street.

Access by creation or completion date shall produce a listing of work orders with the entered date and shall conveniently scroll to work orders with earlier and later dates.

Access by other variables shall sort by work order numbers.

The Sign Management System shall also accommodate on-line access to parking regulation work orders only and to other BTB signs only.

All of the above-mentioned access paths shall also be available while limiting the response to 'parking-regulation' or 'non-parking' signs only.

Each work order record shall display, on a single screen and in an operationally convenient manner, each data field listed under "Creation of Records", above.

(4.16.4) Edits and Controls

The system must also include a table, or similarly efficient and effective item, of valid sign codes and neighborhood abbreviations. (At present, there are 11 neighborhood codes and approximately 170 sign codes.) The table shall serve as a quality control edit, to prevent data entry of invalid sign and neighborhood codes, and must be conveniently accessed and modified by authorized City staff.

Edits shall also be in place to ensure that only valid dates can be entered, and that each work order number is unique and cannot be duplicated.

(4.16.5) Management & Operational Reports

The Vendor shall provide a Management & Operational Reporting Package containing information on the Sign Management System. Such reporting package must include, but not be limited to, the following monthly reports:

- a) Sign Management Activity by Sign Size Report -- For each of 24 sign sizes (e.g., pentagon 22" x 22"), list the number of signs installed, replaced, and removed, as well as the total number erected (installed plus replaced) and the total sign activity. Within each size, the same figures shall be provided for each sign code (e.g., "rectangle 12 x 18" may be broken down to PB11, PB15, etc.) . The report shall conclude with a total number of signs, total number of posts, and a total activity figure (incorporating signs and posts).
- b) Sign Management Activity by Sign Report -- For each of approximately 170 different specific sign codes, provide the number of signs installed, removed, and replaced, as well as "total activity" for that sign code. Within the specific sign code, figures shall be provided for each of 11 neighborhoods. The report shall conclude with a total number of signs installed, total number replaced, and total number removed, as well as a "total activity" figure (incorporating installations, replacements, and removals of all signs).
- c) Sign Management Installation Report -- For each of 11 neighborhoods, provide a listing of all work orders completed; include for each work order the work order number, the date written, the date completed, the reason for the work order (e.g., installation), the street name, the investigator's initials, and the crew identification. The report shall conclude with the total number of work orders completed citywide.

The City may require that these reports be produced on a quarterly and/or annual basis as well.

The Vendor shall also produce reports of damaged and missing parking regulation signs (i.e., work orders that have not been completed) on an "as requested" basis.

The City may require the provision of additional management reports.

(4.16.6) Future Interface with Core PVPMISS

At this time, Sign Management is not required to interface with the core PVPMISS. However, the City anticipates that during the course of the contract the system may be required to accommodate the interface of parking violation sign complaints (received by the OPC) with the operational inventory concerns of sign maintenance and repair personnel. The main feature of this interface function would likely be automated and direct access to signage repair records from the parking violation computer record, similar to that of Meter Management.

(4.16.7) Future Interface with Geographic Information System (GIS)

The City is currently reviewing Geographic Information Systems (GIS) with mapping components to display all "on-street" parking regulation signs (as well as other data). If a GIS is implemented, the Sign Management components described above will be required to interface with the GIS. Such interface should ensure that sign activity data from the Sign Management System will be updated to, and reflected on, the GIS display.

4.17

INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

(4.17.0) Overview of Vendor's Responsibilities for IVRS

The Vendor, at its cost, will be required to install, operate, manage and provide all the software, hardware, programming, maintenance, technical assistance and on-going support services for the IVRS. The City requires a complete, high quality new, redundant IVRS at the start of the new contract. The City will be only responsible for locating the hardware within the BTD/OPC City Hall office and the provision of the telephone lines used by customers to access the IVRS. The City may at its discretion select one of its employees to record the messages to be played on the IVRS. The Vendor must provide on-site support via fully trained local staff. The vendor, at its cost, will maintain on-site service agreement for the hardware and software for the IVRS.

The Vendor will have complete responsibility for converting all the current IVRS applications to the new IVRS. The Vendor is required to design, reconfigure, develop, install, test, debug, and fine tune application software, scripts, and voice files from current operations onto the new machines. The City requires that the scripts, menu options and message flows be identical to ones currently in use. Vendors may suggest alternatives that would enhance the current applications, but the City will have sole discretion to accept or reject suggestions. The current script, flow, and menus are provided as an appendix to this RFP. (The current scripts, menu options and message flows have proven very successful and have been fine tuned and thoroughly debugged.) In addition, the City will require the Vendor to significantly expand the IVRS for other applications on an on-going basis throughout the term of the contract. The Vendor will be required to perform the same services on new applications, as it is required to perform on the converted applications. The City may require that the vendor hire a professional voiceover company or individual to re-record the entire message inventory. The Vendor must fully integrate the IVRS with the PVPMISS.

The Vendor must ensure that the IVRS product, its equipment and software, be equivalent or exceed the current state-of-the-art IVRS product and that it will allow for growth and change. The enhancements and growth of systems and services will be provided at the complete cost of the Vendor. The equipment provided by the Vendor must be proven to be fully equivalent or exceed product specification and capabilities reflected in section 4.17.3. The current equipment was purchased in 2008. The ownership of the new IVRS equipment will be turned-over to the City at the conclusion of the PVPMISS contract issued pursuant to this RFP. The new IVRS must be fully compatible with the new ACD as talked about in section 4.17.5 and/or the existing Definity G3si Automatic Call Distributor if the installations are not on the same day. Further, the new IVRS should be user-friendly.

The Vendor is required to provide the City with usage rights and a copy of all IVRS scripts, flow charts, and the application software.

The City will require at the Vendor's cost that the following be provided with the IVRS at the start of the contract:

- Voice/Speech recognition and interaction – It will be required that the vendor provide the same interaction with voice as the existing system does with the touch-tone phone. The caller must have the choice of either interacting with voice or the touch-tone phone.
- New script/interaction with database such as status of Resident Parking Permit renewal applications – A caller will be able to find the status of their application. Ex: “Approved and should be receiving the permit shortly”, etc...

The Vendor will also be required to satisfy many IVRS requirements including, but not limited to, the following requirements.

- a) Must be licensed by IVRS manufacturer to maintain system and work with software, and/or identify and substantiate how the equivalent or superior level, quality and types of services as required by the City in this RFP will be provided;
- b) Must be proficient in the software utilized in the development of the applications;
- c) Must be proficient with applicable programming logic;
- d) Must be proficient with IVRS environment similar and comparable to Boston's PVPMISS;
- e) Must be proficient with applicable telecommunications environment including IVRS interface/integration (i.e.; must have knowledge of a Centrex station relation architecture such as hookflash transfer);
- f) Must be able to proficiently interface with the PVPMISS database;
- g) Must be able to proficiently interface with the ACD utilized by the City;
- h) Must have proficiency with developing and producing a wide variety of IVRS operational activity, system and management reports on a daily, weekly and monthly basis.
- i) The vendor must be proficient in voice recognition technology.

(4.17.1) Overview of IVRS Applications

The Interactive Voice Response System (IVRS) is an interactive informational distribution system which automates communication between a telephone caller, the IVRS and the (Vendor's) PVPMISS host computer, enabling the gathering and delivery of information on a 24 hour, 7 day a week basis with no, or limited, human operator assistance. Approximately 350,000 calls are currently processed per year on the VRS.

Callers access the IVRS by dialing different BTD information telephone numbers (i.e., ticket information, resident parking information, Tow Lot information, abandoned vehicle information, central administration information, and pay-by-phone information). Calls are initially received via an Automatic Call Distributor (ACD) and forwarded to the IVRS. The callers are asked to select (by using the touch-tone numbers on their telephones) from information categories that will provide them with responses to their inquiries or disputes. Callers with rotary phones are automatically transferred to an operator. During work hours, callers can request at their discretion, via the touch tone keys on their phone and voice, direct assistance from operators.

The IVRS as developed by BTD/OPC is a customer-friendly, cost-effective solution that helps to overcome capacity limitations in responding to inquiries and implementing/maintaining various activities. The benefits of the IVRS are numerous and include expanded service to the public via access to the IVRS 24 hours a day, 7 days a week; increased capacity to handle phone inquiries thus resulting in more calls being answered; increased staff productivity and reduced stress levels and burnout; improved image; and a sustained/increased revenue stream.

(4.17.2) IVRS Applications

The City has implemented the IVRS applications in phases, commencing in November 1989. At present, the IVRS contains four separate and unique applications described below.

(4.17.2.0) Ticket Information Application

This was the first application to be implemented on the IVRS and currently occupies twelve ports in the IVRS, one of which is designated as a Watts line for MA residents living outside the (Boston) 617 area code. The ticket information lines currently provide information to approximately 800 callers a day. This application provides information on how to dispute a ticket, acceptable payment methods, boot information, and relevant license and registration renewal information. It also allows a caller to access the PVPMISS host computer by entering a ticket number or Massachusetts driver's license number and provides the total amount due for a ticket or all registrations associated with the driver's license number.

(4.17.2.1) Resident Permit, Central Administration, Abandoned Vehicle Application

This application currently occupies four ports in the IVRS and provides approximately 80 to 100 callers a day with resident parking permit information. Callers can obtain information concerning: how to obtain a permit, what to do if a new or second car is purchased, how to obtain a temporary permit, what to do if a vehicle is leased or rented, visitor parking information, etc. The Resident Permit application will access the PVPMISS host computer by driver's license number for the total amount of parking violations due on all registrations. Also, information on abandoned vehicle notices and hearings, and access to staff members of the Central Administration Unit, can be obtained. Future integration with the Resident Permit component of the PVPMISS is envisioned where by the caller could obtain permit account status information.

(4.17.2.2) Tow Lot Application

The Tow Lot application occupies six ports in the IVRS and currently provides approximately 150 to 200 callers a day with information on parking violation tows, booted and towed vehicles, directions to the Tow Lot, information on abandoned or stolen vehicles, and vehicles auctions. This application also allows the caller to access the PVPMISS host computer by MA driver's license number for the total amount due on outstanding tickets for all registrations. The Tow Lot is located off-site, but the caller dials the main number into the IVRS located at Boston City Hall. If they choose to speak with an operator, the call will then be transferred to the Tow Lot.

(4.17.2.3) Pay by Phone Application

The Vendor will be required to provide the Parking Clerk with a completely developed Pay By Phone operation including application software, support and maintenance; financial transactions and relationships with banks, the City, the credit card companies and other involved parties including clearinghouses that provide real-time authorizations; and operational, audit, reporting, reconciliation functions related to this activity also at its cost. All Pay-By-Phone transactions and transfer of funds to City designated bank accounts must be confirmed within 24 hours. The Vendor's staff must reconcile all pay-by-phone transactions and transferred amounts and resolve any discrepancies.

The Vendor will be responsible for paying all credit cards charges and fees associated with this Pay-by-Phone application. The Vendor may be required to be classified as the merchant for this application. In the event of a chargeback/reversed transaction, the City will only be debited by the amount of the actual payment amounts applied to tickets or other City payment items. All other fees charged to the credit card holder in the case of a chargeback/reversed transaction are debited to the Vendor.

This Pay By Phone application will reside on the IVRS, will occupy a minimum of eight ports (with the capability to expand) and will allow callers to make payment for outstanding tickets via Master Card and Visa (with the ability to add Discover and American Express) by a touch-tone telephone on a 24 hour, 7 day a week basis. Payments are processed against the PVPMISS on an on-line, real-time basis. Pay by phone enables callers to pay a single ticket by entering the ticket number, to pay tickets appearing on a notice by entering the notice number, or to pay the total amount due on a registration with either the ticket number or notice number. At present, this application notifies callers if their vehicle is in a boot and tow status and/or if their license or registration is 'non-renewed' at the Registry of Motor Vehicles (which prevents any pay-by-phone payment transactions). The Vendor will be required to develop applications to link plates assigned to the same registrant to allow pay-by-phone for registrants in non-renewal status or with booted vehicles.

(4.17.3) IVRS Hardware, Software, Features, Capabilities and Reports

The actual IVRS hardware is located in BTB/OPC. The IVRS product is from InterVoice.

(4.17.3.0) Current System Configuration

The current system configuration utilizes two (2) redundant VRS units, connected in parallel to a series of Centrex lines. Additional information about the system follows:

- 2 – HP Proliant DL380 G5
- 2 – Modems (remote monitoring)
- 2 - 3270 controller cards
- 2 – 17 GB disk space
 - Remote management software
- 2 – C31 Interface Boards
- 2 – VCD 80MHZ Digital Voice Cards

(4.17.3.1) Equipment Specifications

Equipment specifications are as follows:

Digitized voice rate	32K bits/sec
Speech Characteristics	Word and Phrase recording
Vocabulary Size	Unlimited depending on disk space
Input	DTMF
Peripheral Devices	External modem, phone towers chassis, high speed modem
Programming	On-site and Remote, including recording voice
Voice Transfer	Studio quality, continuously variable slope delta modulation (CVSD)
Multifunctionality	Host connection, hookflash referral, digital switching among any ports connected by the system
Remote Access	ISPY with Password protection and call back protection for diagnostics and programming
Connecting Arrangement	Phone lines: RJ11, host interface: supplied cable, power: 115 VAC, Amp dedicated outlet

(4.17.3.2) Software

Programming requires a license from Intervoice. The IVRS contains customized software, utilized to address specific applications. The IVRS environment is automated and is complicated in nature. The system is provided with multi-tasking (which allows many programs to run at the same time under Windows NT). This system is also designed to interface with the Vendor-provided PVPMISS, phone line functions and a run-time interpreter, which allows the programmer to program an application to handle all functions required within the IVRS.

(4.17.3.3) Major Features and Capabilities

- Accepts voice or touch input from touch-tone phones
- Directs callers through any series of menu selections
- Routes callers to any destination telephone, either internal or off-premise
- Communicates with more than one host computer simultaneously
- Quotes amount due for single tickets, notices as well as license plate amounts associated with registrant's driver's license (i.e., ticket level and summary level), status on tickets and Resident Permits
- Registers and maintains the status of data
- Retrieves PVPMISS related information and reports it to callers
- Switches callers to human operators for 'live' assistance
- Monitors and controls call progress status
- Communicates with any variety of host computers
- Produces a wide variety of Management Information Activity Reports

(4.17.3.4) VRS Activity Reports

A variety of informational activity reports must be produced, via a user friendly desktop application, on a daily/weekly/monthly basis that provide at the minimum the following types of information:

- Total calls for each line and the overall total
- Total calls by time of day
- Call duration counts
- Call terminations that are:
 - normal terminations
 - hang-ups
 - calls transferred
 - prompt timeouts
 - menu timeouts
- Menu selections with counts
- Pay-by-Phone on-line payment processing reports.
- Pay-by-Phone call tracking reports

(4.17.4) NEW IVRS Equipment Required to be Provided by the Vendor

At a minimum, the new IVRS must be comprised of the equivalent of two (2) twenty-four (24) port entities. Each machine will be equipped with the ability to interface with at least twenty-four (24) analog lines and be expanded to the full capacity at some future date.

(4.17.4.0) Specifications and Requirements for the New IVRS (must be equivalent or exceed)

- 1) The IVRS will be comprised of two (2) twenty four (24) port entities. Each machine will be equipped with the ability to interface with at least twenty-four (24) analog lines and be expanded to the full capacity at some future date.
 - a) Each machine will be equipped with a hard disk drive of at least 2GB in storage capacity and have the capacity to add and/or upgrade to larger storage units at some future time.
 - b) Each machine will be equipped with 2GB of Ram, minimum, and be expandable.
 - c) Each machine will be equipped with a CPU equivalent to an Intel Pentium 2.8GHz, or faster. The machine must be designed so as to be upgradeable to a faster CPU at some future date.
 - d) Each machine will be equipped with one (1) 1.44 MB 3.5" diskette drive.

- e) Each machine will be equipped with a 56KB modem and requisite cable (may be internal or external). Modem must be equipped either via hardware and/or software to detect and automatically step-down transmission speeds.
- f) Each machine will be equipped with a 17" LED color monitor, pointing device (mouse preferred) and standard, 104+ keyboard.
- g) Each machine will contain a data backup unit (i.e. streaming tape drive or equivalent).
- h) Each machine will operate in an accepted, generally available software operating system (e.g. Windows NT, Unix).
- i) Each machine will be equipped with a 3270 Bisync SNA/SDLC cluster controller equipped with a slave processor board with dual port high speed memory or equivalent. The controller board can be configured Bisync and SNA modes. Connection will be via RS-232 to modem or equivalent.
- j) Each machine will be equipped with the following software or equivalent: Intervoice V2 for NT; Connectlink/Async. LeaveWord and YourVoice.
- k) Each system will be equipped with the ability to automatically restart when power is restored, after interruption of software, hardware and/or power. Automatic restart capability must allow monitoring of all system conditions (e.g. power, software, system errors) such that failures above threshold values will allow for an automatic gracious system shutdown, wait for a pre-defined time, restart and reboot where possible.

NOTE: These requirements are based on current year 2009 CPU specifications. The Vendor is expected to provide CPU's with additional processing capability as necessary and available throughout the term of the contract.

- 2) The vendor will provide on-site administrative training for City employees.
- 3) The Vendor may take the City's existing IVRS equipment (listed in section 4.17.3.0) in trade.
- 4) The Vendor will turnover ownership rights to the equipment at the termination of the contract entered into pursuant to this RFP.

(4.17.5) Overview of Vendor's Responsibilities for ACD

The Vendor, at its cost, will be required to install operate, manage and provide all the software, hardware, programming, maintenance, technical assistance and on-going support services for a new state of the art Automatic Call Distributor (ACD). The City requires a complete, high quality ACD with telephones at the start of this contract. The City will be only responsible for providing a location for the hardware within the BTD/OPC City Hall office and the provision of the telephone lines used by customers to access the ACD and Interactive Voice Response System (IVRS). The ACD must be totally compatible with the Vendor provided IVRS. The equipment provided by the Vendor must be a current state-of the-art version of the existing Definity G3si Automatic Call Distributor. The current equipment was purchased in 2008. Proposers may and are urged to suggest alternatives to the way in which the ACD is being utilized, but the City will have sole discretion to accept or reject suggestions. The Vendor must maintain the current ACD product and its equipment (including, at a minimum, 3 supervisor display phones, 15 phone sets and supervisor's CRT Console) with an expanded and state-of-the-art ACD product that will allow and provide for growth and change. The phone sets will have the capability of being used with handsets and headsets. It will be up to the City's discretion to utilize wireless headsets. Presently, on hold music is being provided by way of a portable compact disc (CD) player. Proposers must provide an alternative to the CD player. The Vendor must provide on-site support via fully trained local staff. The vendor, at its cost, will maintain on-site service agreement for the hardware and software for the ACD.

(4.17.5.1) Current System Configuration

The current system is the Definity G3si System Automatic Call Distributor which has the capacity of more than 108 ports. Additional information about the system follows:

Station Equipment

- 3 – Executive Model Display Phones
- 15 – CSR Telephones
- 1 – Supervisor's CRT Console allowing access to Management
 Reports and System and Station Programming
- 2 – Central Office Line Cards
- 2 – Station Cards
- 2 – Analog Cards
- 1 – DTMF Card
- 1 – "Advanced" ACD Software
- 1 – Printer

System Equipment

- 1 Cabinet
- 1 Modem for Remote Maintenance
- 1 DSA Software
- 3 8 port CO Trunk Interface for IVR Traffic
- 1 8 port CO Trunk Interface for Administrative Traffic
- 1 Announcement board and 4MB Flash Cartridge
- 1 24 port Analog Interface
- 1 24 port Digital Interface
- 128 Size Sensitive ports
- 1 BCMS-VU and 8400 data module for up to 5 Supervisors
- 1 Call Center Elite software for 15 agents, 3 supervisors and 48 VRU ports
- 2 DS1 for Line side T1.5
- 16 6416D+ Voice Terminals for CSRs and Supervisors
- 1 Music-on-hold Interface
- 1 Magic-on-hold Interface

(4.17.5.2) Minimum Requirements

Customer calls will go directly to the ACD and subsequently routed to the IVRS. If any lines within an application are busy, callers will be placed in queue with a message and music rather than getting a busy signal. There will be no busy signals. Calls to each IVRS line within an application will be distributed evenly, as the ACD will send a call to the first available line within the IVRS application. When a customer chooses the option to speak to a Customer Service Representative (CSR), the ACD will assign the call to the first available CSR. If all CSRs are busy the ACD will place the caller in a queue, with continuous music, and send the call to the next available CSR. **The City will require the Vendor to provide an ACD unit that supports Computer/Telephony Integration (CTI) and the ability to adapt to digital communications.**

The Vendor will supply a recording device to record all CSR conversations. This device will allow supervisors to search for and listen to past calls and live calls. The City will require that recordings be kept for at least ninety (90) days and be retrieved in a trouble-free manner

The following are the minimum hardware requirements:

- Media Server
- Service Ports
- USB Ports
- Dual 10/100 Base-T Ethernet Switch Ports
- Console Connection for on-site administration
- A 30GB hard disk
- 512MB Ram

4.18

AUTOMATED REFUND SYSTEM

(4.18) AUTOMATED REFUND SYSTEM

The Vendor shall provide an on-line real time refund system which shall interface with the City's automated refund system. The Vendor shall be required to:

- a) Reapply the refund amount against other outstanding tickets as well as fees (i.e., boot fees, storage fees, etc.), in accordance with payment reapplication policies established by the City;
- b) Record the refund and refund amount against the master violations file and archive file;
- c) Produce a refund file on magnetic tape for City Treasury Department process of checks;
- d) Generate report by name in alphabetical order of all refund transactions on magnetic tape with dollar amount of each refund and tape total; and
- e) Produce refund transactions by way of File Transfer Process (FTP) for the interface with City of Boston accounts payable system.

4.19

MANAGEMENT INFORMATION SYSTEM

(4.19) MANAGEMENT INFORMATION SYSTEM

(4.19.0) Comprehensive, Detailed, Accurate and Timely Management Tools

In addition to other reporting requirements set forth in this RFP, the Vendor shall provide the issuance, noticing, financial, operational, accounting, management, control and other reports that are required by the City for the administration of the PVPMISS, the execution of its responsibilities and monitoring of the performance of the Vendor. The data and information needs of City management require wide ranging, comprehensive, detailed, accurate, timely and functionally integrated reports.

The Vendor shall deliver to the City all such reports within one workday of their specified computer run dates.

The City retains the right at all times to modify or enhance its reporting requirements.

Following are some examples of the types of reports required for the City management. These examples are not intended to represent the total reporting needs of City management.

(4.19.1) Management and Operational Reports for Violation Issuance:

- a) VIOLATION DISTRIBUTION REPORT -- A monthly report that provides a fiscal year-to-date breakdown of the number of each type of violation issued (along with the violation code) by agency, and the percentage of that violation type to the total (as a percentage of total issuance).
- b) VIOLATION DISTRIBUTION BY MONTH - NUMBER OF VIOLATIONS -- A monthly report that provides a fiscal year to date count of each type of violation and violation code issued by month, with the complete fiscal year by month displayed across a single page.
- c) ISSUANCE AND ERROR BY DIVISION -- A monthly report that analyzes by number and percentage an issuing agent's monthly performance with a breakdown by agency, division and individual badge number, highlighting missing data fields (ex. no time, no make, no location)
- d) ISSUANCE AND ERROR EXCEPTION REPORT -- A monthly report for the current month, run off the Issuance and Error Report (see above), that reflects by division and badge number those issuing agents whose error rate is two and a half times the average error rate for that division.
- e) TIME ISSUANCE REPORT -- A monthly report, also run off the Issuance and Error Report, that further breaks down issuance by time for a twenty-four hour period in two hour segments, for the report month.

- f) MONTHLY WEEK BY WEEK BREAKDOWN -- A monthly report, also run off the Issuance and Error Report, that further breaks down issuance by weekly segments of the report month.
- g) ISSUANCE AND DISMISSAL REPORT BY DIVISION -- A monthly report, for fiscal year-to-date that analyzes by number and percentage of violations issued (by agency and badge number) the subsequent dismissal activity per fiscal year-to-date identified by one of the fourteen dismissal codes; 63=hearing dismissal, 71=incomplete ticket, 72=valid resident permit, etc.
- h) OUT OF STATE ISSUANCE ACTIVITY BY STATE -- A monthly report, for fiscal year-to-date, of out-of-state violation issuance with fine and penalty amounts by individual state with subsequent payment activity which includes the number of tickets fully and partially paid, the dollar amount collected, and the last notice sent with the notice type and count reflected.
- i) ISSUANCE BY ROUTE/AREA -- A monthly report that displays the number of violations issued by violation category by area/route.

(4.19.2) Financial Management and Operational Reports

- a) PARKING VIOLATION COLLECTION REPORT -- A monthly report of the total dollars collected by month for the current month and the last 13 months from regular violation payments, booting activities, violation tows, storage fees, tow fees, rental surcharges, bounced check fees and abandoned vehicle payments. This report also provides the fiscal year-to-date totals for each category as well as the overall totals for the last 12 months.
- b) PAYMENT BY VIOLATION TYPE -- A semi annual report of fiscal year violations issued, by violation type, with number of tickets paid and the dollar amount paid, as well as the number of unpaid tickets and the total dollar amount due.
- c) PAYMENT BY FISCAL YEAR OF ISSUANCE -- A semi annual report of the total amount collected in the current fiscal year which summarizes the total number of tickets with payments and the dollar value of those payments as applied to tickets issued in the current and prior fiscal years.
- d) AGED TICKET PAYMENT REPORT -- A semi annual report of monthly payments collected, the number of violations paid and the percentage stratified by the age of the violation.
- e) AGED PAYMENT WITH ASSOCIATED LAST NOTICE -- A monthly report that tracks tickets issued one year ago with the number and dollar amount of the violations paid, from the issuance month to the current report month. This report also indicates the last notice associated with the payment.

- f) **AGED RECEIVABLES REPORT** -- A semi annual report of unpaid violations categorized by the age of the violations, for Massachusetts, Out-Of-State and All violation issuance totals. Violations are categorized in the report by age of issuance.
- g) **RECEIVABLES BY FISCAL YEAR** -- A monthly report of Massachusetts, Out-Of-State and All violation issuance totals, and the amount due in fines and penalties, for the current fiscal year and at least seven prior fiscal years.
- h) **OPEN NOTICED VIOLATIONS REPORT** -- A semi annual report for Mass. and Out-Of-State violations that indicates the number, percentage and dollar amount of opened tickets for each of the last three years and identifies the last notice sent on these tickets.
- i) **FULL AND PARTIALLY PAID VIOLATIONS REPORT** -- A semi annual report for Mass. and Out-of-State violations that indicates the number, percentage and dollar amount of full and partially paid tickets for the last three years and identifies the last notice sent that was associated with the payment.
- j) **ISSUE DATE VERSUS PAYMENT DATE REPORT** -- A semi annual report that indicates, for specified time periods, the number and percentage of tickets paid within a particular category of days from the issue date of the ticket and identifies from what notice payment was made.
- k) **AUDIT REPORT ON PLATE STATE** -- A semi annual report by calendar and fiscal year which identifies states (in descending order by those with the largest ticket issuance), the plate counts and the accumulated percentage of tickets issued by state from the state's percentage of total tickets issued. This report also indicates all open tickets for each state, the percentage of open tickets for each state and the total dollar amount due. This report should include archived tickets.
- l) **ISSUANCE ANALYSIS REPORT** -- A semi annual report by calendar and fiscal year which indicates for Mass., Out-Of-State and all combined violations the total number of tickets issued with the total plates and identifies for this population: the number of unpaid tickets, the percentage of unpaid tickets from total issuance and the \$\$ amount due for the issue year.
- m) **SCOFFLAW ANALYSIS REPORT** -- A semi annual report by calendar and fiscal year which provides a break-down of plates categorized by the number of tickets issued, the percentage of plates that were issued a specific number of tickets, the actual ticket count and the percentage of the total number for that ticket count category. This report also indicates the number and total dollar amount of unpaid tickets for this population and the percentage of unpaid tickets from the total ticket count categories.

(4.19.3) Dunning Notice Management and Operational Reports

- a) OPEN UNNOTICED VIOLATION REPORT -- A monthly report of Mass., Out-Of-State and All violation issuance totals for the past 36 months, categorized by monthly issue period, that indicates the total monthly issuance and the amount due, for unpaid unnoticed tickets, the monthly count, amount due and the reason for not noticing such as: special plate, make mismatch, registry no match and other.
- b) ACTIVITY SUMMARY FOR FISCAL YEAR -- A semi annual summary report, fiscal year-to-date, that provides the total number of violations issued, the number noticed by notice type, the number not noticed and the percentage of tickets issued that were not noticed. This report provides this information for the report month, the fiscal year-to-date including the report month and the fiscal year-to-date excluding the report month.
- c) ANALYSIS OF NAMES AND ADDRESSES APPLIED VERSUS OVERDUE NOTICE EXTRACT -- A weekly report that provides the number of tickets associated with the name and address returns from the Registry of Motor Vehicles. The total tickets with name and address returns are broken down by those tickets mailed an initial Overdue notice and those tickets not noticed, including ticket and plate statistics and a breakdown of reasons for not noticing, such as: full payments, dispositions, suspensions, nixies, registry no hits, no confirm dates, etc. The registry no hit errors are further broken down by reason with the count and percentage of the total errors. This report provides a sampling of violations identifying the reasons for not noticing with a reason code, the state plate, the ticket number and issue date if applicable, the RMV and ticket vehicle makes and the next system scheduled action date.

(4.19.4) Other Management and Operational Reports:

- a) MASS AND OUT OF STATE SUMMARY STATUS REPORT -- A monthly report of Mass., Out-Of-State and All violation issuance totals by month of issuance (for a thirty-six month period) summarily categorizing payment and dismissal activity by closed violations and the listing of open violations statuses. The report provides information for closed tickets and indicates the number of tickets which were fully dismissed, partially dismissed, fully paid, partially paid and the ticket count and dollar amount paid. For open tickets, the reports provides information on which tickets were noticed/unnoticed and which were totally unpaid or partially unpaid with the ticket count and dollar amount owed.
- b) MASS NON-RENEWAL SUBSYSTEM REPORT -- A monthly report that summarizes (fiscal year-to-date) the Registry of Motor Vehicles' Clearing Transaction Report and provides information by month on the total number of marks, chargeable clears and free clears. The report also identifies the beginning balance and closing balance for the month and the fiscal year-to-date total.

- c) DISPOSITION/CORRESPONDENCE ANALYSIS REPORT -- A monthly report, fiscal year-to-date, that analyzes the breakdown of violation dismissals and correspondence analysis, which are broken-down by disposition code and description. The number of tickets, the dollar amount reduction, and the percentage of the total tickets reduced for each code are identified.
- d) SWAP REPORT -- A monthly report of the valid swap transactions by category and total for the current month. This report also includes a breakdown by category of all SWAP transactions with the current plate, expired plate and the effective date, plate type, registered owner's name, date of birth and driver's license number for both plates.
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- e) TOP VIOLATORS REPORT -- A report run on request that identifies those violators who owe a designated amount or more in violation fines and penalties for tickets issued within the past two years or for specific time parameters. This report includes but is not limited to registrant name, address, vehicle make, state plate and total dollar amount due.
- f) TOP VIOLATOR ACTIVITY REPORT -- A report run on request that provides statistics on the top violator populations for a specific time parameter, such as: payment activity, scheduled hearings, suspends, correspondence received and noticing activity.
- g) ISSUANCE BY ZIP CODE REPORT -- A yearly report which provides information on relative percentage of violations issued to Mass. and Out-of-State plates. For Mass. tickets, the report provides relative percentage of violations issued to approximately eight zip code groupings within the City of Boston. Report is formatted to facilitate comparisons between years.

(4.19.5) Audit and Control/Transaction Update Reports:

The Vendor shall be required to provide audit and control reports. These reports must be generated daily, weekly, and monthly and to the extent possible should be done in an automated fashion. These reports must include, by way of example and without limitation, the following features:

- the number and type of all transactions processed together with associated dollar values (the processing of skeleton transactions must be accounted for in addition to the subsequent update of an existing skeleton transaction to a 'real' transaction)
- an accounting of any and all rejected transactions and their subsequent handling
- the segregation of all transactions by batch or on-line category
- a reporting of system generated activities (such as the application of penalties)
- a statement of gross and net income of the parking ticket system
- a reconciliation of cash deposits and payments recorded against the Master Violations File

- a summary of changes in the values of accounts receivable balances
- a summary of overpayments in state-plate order by citation number with associated dollar values.

The system must also provide detailed audit trails of every transaction that is recorded against the Master Violations File and these audit trails must permit a reconciliation of all transactions against their associated source documents.

(4.19.6) Ticket Management Information System:

The Vendor will be required to provide a complete and comprehensive set of reports relating to the distribution and issuance of tickets. The Ticket MIS must track the issuing agency and division that has received ticket blanks from inventory and assign skeletal or unapplied transactions and missing tickets to the responsible agency, division and applicable badge number.

(4.19.7) Report Format / Media

The Vendor will be required to produce any and/or all reports via hardcopy and other media requested by the City. Also, the Vendor must allow City personnel to produce ad hoc reports from desktop workstations.

4.20

PRODUCTION SCHEDULES

(4.20) PRODUCTION SCHEDULES

The Vendor shall prepare a detailed monthly production schedule that includes by way of example and is not limited to the following planned activities:

- file processing
- report generation, such as scheduled management information reports, on-line claims processing related reports, and all scheduled reports relative to any systems, subsystems or system elements for which the Vendor is responsible
- transaction cutoff periods
- notice mailing
- Massachusetts RMV name and address request transactions
- Massachusetts RMV name and address re-request transactions
- Massachusetts RMV mark request transactions
- Massachusetts RMV mark re-request transactions
- Massachusetts RMV clear request transactions
- Massachusetts RMV clear re-request transactions
- Boot and Tow System seizure eligible list (boot book in hard copy and machine readable form)

Such schedules shall be delivered to the City at least ten (10) days before the beginning of the month of scheduled production.

The City may also require the Vendor to provide, no later than two weeks following each preceding month, a report of actual production activity. This report would serve as a follow-up to the planned production schedule indicating any deviations and the reasons for such deviations from the planned schedule.

4.21

NETWORK CAPABILITY AND OTHER EQUIPMENT, SERVICE AND
SUPPLY REQUIREMENTS

(4.21) NETWORK CAPABILITY AND OTHER EQUIPMENT.
SERVICE AND SUPPLY REQUIREMENTS

(4.21.0) Overview

The Vendor shall provide the City, at a minimum, with the following network capability, equipment and related items to be located/connected at City of Boston locations. The Vendor will bear all direct and related costs of purchasing or leasing, maintaining and servicing such network capability and equipment as well as for providing all related supplies and materials such as licenses, UPS', cables, ribbons and paper.

(4.21.1) Detailed Requirements

- a) The Vendor must implement and maintain the entire data communication network (with the exception of the City's City-wide internal network) that supports all PVPMISS and related personal computers, terminals, workstations, printers, and all devices located in City offices that require access to the Vendor's PVPMISS, to other databases directly or indirectly supported/provided by the Vendor or accessed via the Vendor, and download and upload data as required. All communications capabilities and modes provided by the Vendor should consist, at a minimum, of dedicated high-speed digital circuits to each City location, with dedicated back-up capability in the event of line failure and trouble-shooting help for City users.

The Vendor will be required to coordinate and interface with the City Network as required by the City's MIS Department. This includes any upgrades to the City network during the contract term. The Vendor must fully support a working relationship with the City relative to interfacing and coordinating functions involving the Local and Wide Area Network(s) that the City has installed at different locations as most users will be connected to the City's internal Network. The City's Network currently utilizes Microsoft NT/Windows9X and subject to upgrades. However, the Vendor should recognize that the City will likely require that some Personal Computers and other devices such as those utilized for cashiering and correspondence work flow be interfaced solely with the PVPMISS (and not routed through the City network).

The Vendor must have back-up options to provide direct access to the PVPMISS without connecting via the City's or Vendor's network. The Vendor will also be required to provide access to its databases from a limited number of non-primary PVPMISS devices, estimated to be 100, connected to the City's networks. The Vendor will be responsible for its costs related to these connections. If the City's network fails, access to the Vendor's network must be maintained. In the case of the Vendor's network failing, the Vendor must provide immediate access to the PVPMISS for all customer service workstations.

- b) The City's responsibilities are limited to only maintaining its Personnel Computers and printers that have been purchased by the City for its employees whose primary duties are to utilize the PVPMISS at various City locations. The City will only be responsible for the physical items which will be limited to the actual Personal Computer, printer and the cable to a hub or other such equipment if physically located at the City site. The Vendor will retain full responsibility and must fully support the operation of these devices in all other regards including, but not limited to, all connectivity to the PVPMISS, and all hardware, software, telecommunications, etc. involving the Vendor's PVPMISS, other databases directly or indirectly supported/provided by the Vendor or accessed via the Vendor (i.e., the Registry of Motor Vehicles database) unless precisely specified otherwise. Some devices in this population will be utilized for tasks and functions in addition to PVPMISS related tasks and functions, such as word processing, spreadsheet applications, charting and graphics programs, etc. Therefore, the Vendor must fully support the simultaneous access to a variety of applications in accordance with performance standards specified in this RFP.

Currently, the City has employees located at the OPC at City Hall, using approximately eighty-five (85) work stations (Personal Computers [Pentium's with super VGA 17", 19" and 21" monitors, and memory upgrades] or higher-end workstations) including monitors with shared or independent printers for primarily accessing and entering information to the Vendor's PVPMISS databases, computer files, imaging and other applications required as part of this RFP. Twenty-five to thirty (25-30) additional similar devices are located at other BTD City Hall, Tow Lot and Operations Division locations. The City shall provide the Vendor with a plan of the locations where such devices are or will be installed. At present, workstations are located on five different floors at City Hall and at two Transportation Department off-site locations (the Tow Lot and the Operations Division).

The Vendor will be required to provide the capability and all resources including licenses to allow the City to utilize additional primary PVPMISS Personal Computers or similar devices on an as need basis. At this time, the City is not planning to add more than thirty-five (35) devices. However, if the need arises due to ticket issuance increases or programmatic reasons, this number is subject to change. If issuance remains below 1,900,000 parking tickets, the City may commit to limiting its usage to no more than 150 Personal Computers, peripheral devices and all related equipment, materials and supplies that would be considered to be directly part of the primary PVPMISS operation. The Vendor should be aware that access for non-primary users through the City and Vendor networks by other Personal Computers or other devices to the PVPMISS and other provided applications as required by this RFP must be made available. However, the Vendor will not be required to assume responsibility and/or provide support for these devices.

As noted, any and all server workstations or equipment installed at a City location and utilized as part of the PVPMISS provided by the Vendor shall become the complete responsibility of the Vendor.

- c) Cashiering
Six (6) personal computers and three (3) fully configured back-up devices (back-up devices shall be located at the Vendor's local office) to the PVPMISS shall be specifically designed as PVPMISS cashiering terminals to provide the On-Line/Real-Time Payment Processing services described in this RFP.
- d) All of the communications lines, controllers, modems, modem controllers, routers, bridges and other telecommunication devices as may be required to operate the work stations, equipment and systems that are required to be provided herein by the Vendor. This would include any and all licenses.
- e) The Vendor shall provide at the time of installation and on an ongoing and as-needed basis technical assistance as may be necessary to install, configure and operate all PVPMISS related devices, whether Vendor or City provided, to allow for maximum efficiency of City workspace. This could include the usage of "zero footprint" PCs.
- f) Two microfilm readers/printers (Microfilmer Scanner 400). The Vendor shall also provide for the service of such reader and provide all supplies (excluding paper) required for the operation of such equipment.
- g) In addition to the equipment and supplies specified herein:

for each 100,000 (one hundred thousand) tickets issued in excess of 1,600,000 (one million, six hundred thousand), the Vendor shall provide, at the City's discretion, two (2) fully equipped Personal Computer/workstations , two (2) printers and all applicable lines, modems, controllers and telecommunication devices as may be required to operate such additional equipment.

Additional cashiering devices shall be provided in accordance with the specifications contained in Section 4.7.4 of this RFP.

(4.21.2) WWW / Internet Applications

The Vendor will be required to provide the Parking Clerk with an integrated web-based/ Internet applications for customer service transactions and programs. Such applications will supplement existing customer service applications provided by the Vendor as part of the Vendor's PVPMISS. This may include the Vendor's Resident Parking Permit System, the Lease/Fleet Vehicle System, the Correspondence Imaging Workflow System including the Hearing component of such system, etc... The Vendor will be required to provide all application software, support and maintenance for Internet applications. The Vendor will be required to provide access to such applications via the City of Boston's website (www.cityofboston.gov).

NOTE: The City will likely distribute additional specifications relative to this scope of services item via addendum.

Also note that the City may require the Vendor to develop a 'Hearing by Internet' pilot program. This would involve installing one work station in the Hearing Unit that would enable the processing of hearings using a Web Cam. All equipment and processes, including software and testing will be the responsibility of the Vendor.

(4.21.3) Network, Communications and Hardware Specifications

The Vendor must provide, as part of its RFP submission, a document that lists and confirms the selection of hardware, software, telecommunications lines, communication lines and related equipment and items. Such document should also provide a detailed configuration of the communication network and location of all equipment and fully describe the Vendor's redundant system capability, back-up system capability and remote monitoring and recovery capabilities. The selected Vendor must provide, after the awarding of the contract, a document describing the terms of maintenance plans that covers all of the hardware, software, telecommunication lines, communications lines and related equipment and items cited in this section (4.21).

(4.21.4) Additional Services/Equipment/Supplies Requirements and Procurement Thereof

In addition to the equipment and supplies specified in Section 4.0 herein and in accordance with applicable procurement laws, the City may require the Vendor to procure other equipment, supplies and services through purchase or lease for use or ownership by the City which are needed to implement the terms and conditions of the contract entered into pursuant to this RFP. The City shall reimburse the Vendor for the actual cost of such other services, which shall be in addition to the basic reimbursement schedule. The Vendor is not allowed to charge the City for any administrative or overhead charge/cost in regards to such procurements.

(4.21.5) Replacement of City Owned Personal Computers, Monitors, Laser Printers

The Vendor will replace up to thirty-five (35) personal computers, including monitors, currently owned by the City, within the term of this contract. Also, the Vendor will replace fifteen laser printers, currently owned by the City, within the term of this contract. It will be determined by the City as to which devices will be replaced. The Vendor will retain full responsibility and must fully support the operation of these devices in all other regards including, but not limited to, all connectivity to the PVPMISS, and all hardware, software, telecommunications, etc. involving the Vendor's PVPMISS, other databases directly or indirectly supported/provided by the Vendor or accessed via the Vendor (i.e., the Registry of Motor Vehicles database) unless precisely specified otherwise. Some devices in this population will be utilized for tasks and functions in addition to PVPMISS related tasks and functions, such as word processing, spreadsheet applications, charting and graphics programs, etc. Therefore, the Vendor must fully support the simultaneous access to a variety of applications in accordance with performance standards specified in this RFP. Replacement of equipment will commence year one of the contract term and in accordance to the operational needs and discretion of the City. At the City's discretion the selected Vendor will be responsible for the disposition of any and all replaced equipment. This will include but not be limited to relocation and/or removal.

(4.21.6) Location of LAN/WAN Equipment

The equipment used to operate the PVPMISS LAN/WAN (servers, modems, etc) may be located at a City site or the Vendor's site with the understanding that City personnel will require routine access to the equipment. The Vendor will make a proposal as to where the equipment may be located to achieve optimal results. The final decision will be the City's.

4.22

ON-LINE SYSTEM AVAILABILITY AND RESPONSE TIME

(4.22) ON-LINE SYSTEM AVAILABILITY AND RESPONSE TIME

(4.22.0) Importance of

THE IMPORTANCE TO THE CITY OF THE CONSISTENT AND UNINTERRUPTED ON-LINE AVAILABILITY OF THE PVPMISS, AND A CONSISTENTLY RAPID RESPONSE TIME TO ACCESS DISCRETE RECORDS OR RELATED DATA ELEMENTS WITHIN A PARTICULAR RECORD, CANNOT BE OVERSTATED. The following requirements should be considered minimum requirements.

(4.22.1) System Availability

All on-line systems shall be available to the city during the following hours:

- For City Hall
8:00 A.M. to 10:00 P.M., Monday through Friday
- For the Tow Lot (Frontage Road)
5:00 A.M. to 3:00 A.M., i.e., 22 hours, Monday through Friday
5:00 A.M. to 12:00 Midnight, Saturday; to be reestablished at 11:PM Sunday.

The Vendor shall maintain an aggregate on-line system uptime of not less than 95% of available utilization time, and an on-line system uptime of not less than 90% of available utilization time of any given working day.

(4.22.2) Response Time

The response time when accessing a new record from a blank menu-type screen (as measured by the time the 'enter', etc., button is depressed by the user) for all on-line systems shall on the average be less than three to five seconds.

The response time when scrolling (from screen to screen) within a particular record, or when terminating an inquiry from a particular record so as to revert to a blank menu-type screen, should be nearly instantaneous.

(4.22.3) Other Requirements

The Vendor shall notify all City departments which utilize its on-line systems of occurrence of all downtime and shall report to such department the causes and expected duration of such downtime and the remedial measures being undertaken. The City shall provide to the Vendor a list of the department and persons to be notified and the appropriate telephone numbers. The Vendor shall also notify the City of any foreseeable or anticipated downtime at least one hour before such downtime is to occur.

The Vendor shall maintain a daily log of system downtime and shall furnish the City with a monthly downtime summary.

The Vendor shall respond within thirty (30) minutes of a reported equipment or software failure by providing the on-site technical support at the City's premises as may be required. In instances of repeated system failures, the City may require that the Vendor provide on-site technical support on a full-time basis until the problem is permanently corrected. For equipment failure coverage, the Vendor shall contract with its equipment Vendors and suppliers to obtain service agreements requiring the Vendor to respond within 2 hours of a reported equipment failure.

The Vendor shall maintain a daily log(s) of all communications interruptions (i.e., server drops, operating system software interruptions, etc.) and shall furnish the City with copies of said daily log(s) on a weekly basis accompanied by a weekly summary of such communications interruptions, the format of which shall be approved by the City.

4.23

FILE ARCHIVE

(4.23) FILE ARCHIVE

Not less than 180 days from the date of payment in full or other final disposition of a parking violation, the Vendor may archive such violation from the PVPMISS for the purpose of creating additional file storage capacity. The Vendor shall also be required to archive skeletal records. As an additional archive requirement, the Vendor, at the City's direction, may archive non-final dispositions of parking violations from the PVPMISS for the purpose of creating additional file storage capacity and processing efficiencies.

The Vendor shall, however, expeditiously reflect/retain all information described in this RFP on tape cartridge or other media approved by the City for auditing and reporting purposes. The Vendor shall provide the capability for all OPC staff to view via a user-friendly, operationally efficient and effective LAN application system, for auditing, reporting and dispute resolution purposes, all ticket data elements as defined by the City for the approximately 25 million tickets archived after February 1994 including all future archives. Archive data shall be available via ticket number, vehicle registration and registrant name. (Note: The approximately 8 million tickets archived prior to 1994 are available to the City via microfiche files) The Vendor shall be able to restore such archived violation information for all archived tickets to the PVPMISS at the City's direction.

Upon archiving of violations, the Vendor shall notate the affected vehicle registration files with an "archive indicator" to be displayed through on-line inquiry access.

SECTION 4.24

ON-LINE RESIDENT PERMIT PARKING SYSTEM

(4.24) ON-LINE RESIDENT PERMIT PARKING SYSTEM

(4.24.0) Resident Permit Parking Program

The Resident Permit Parking Program (RPP) was established to reserve certain parking spaces in congested neighborhoods for area residents only. Vehicles must display a valid resident parking permit to utilize such spaces.

(4.24.1) On-Line Resident Permit Parking System

The City shall require the Vendor to provide an on-line RPP System, integrated with the Vendor's core system. The on-line requirements for such a system include, but are not necessarily be limited to, the capability to:

- add new resident files to the database

- maintain resident permit data

- renew, hold, revoke, and reinstate (reactivate) permits

- update all permit files, and

- inquire into resident permit data.

(4.24.2) System Features

The Vendor is required to provide additional features within the RPP System that include, at a minimum, the following:

- generation of renewal notices and labels

- generation of permit renewal denial letters and revocation notices

- purge/archive of and report on data no

- longer required to remain on the on-line system

- management, control, audit and activity

- reports (may include listings of resident permits by neighborhood, by period of time, by name of permit holder, by location, etc.)

(4.24.3) System Components

The on-line system must accommodate, at a minimum, five hundred thousand (500,000) files. The system must allow on-line access via name, permit number, a system generated control number and vehicle registration number. Each resident file must include, at a minimum, the following information:

applicant name and address,

two telephone numbers,

neighborhood and neighborhood code,

permit number,

permit year,

vehicle registration number,

vehicle make and year,

permit classification,

method of permit issuance, and

proof of residency submitted.

Most data fields shall be multi-character alphanumeric. The system shall accommodate on-line updates to all permit files. The system must also incorporate security features that will restrict access to certain functions to authorized personnel. The Vendor shall, on request, cross reference permit address with the Massachusetts RMV database and the PVPMISS database.

The Vendor's RPP System shall accommodate the issuance of "temporary" or ad-hoc permits issued for the limited or finite periods of time. Such permits may be supplemental to existing neighborhood programs or may represent new neighborhood areas.

Currently, the City distributes Resident Permits free of charge. The Vendor's system, however, shall accommodate the payment of a fee for resident permits via the Vendor's PVPMISS Cashiering System and shall be fully integrated with the Vendor's RPP component of the PVPMISS. This feature shall be available to the City should the City implement a fee for resident permits during the term of this contract.

(4.24.4) Future Enhancements

The Vendor shall accommodate internet communication with participants in the Resident Permit Parking program such that renewal permits may be requested via the internet. Such capability shall be accomplished via a workflow component in the RPP system whereby the renewal request sent via the internet populates a work queue in the Vendor's Correspondence Workflow Imaging System which City staff access. Indexing may be accomplished via neighborhood permit number. This work queue shall interface with the Vendor's Resident Permit Parking System in an automated fashion with minimal manual involvement. City staff would the process renewal transactions as described above.

4.25

PROVISION OF COMPLETE SERVICES
TO ALL TICKETS ON THE DATABASE

(4.25) PROVISION OF COMPLETE SERVICES
TO ALL TICKETS ON THE DATABASE

The Vendor shall be responsible for providing complete services (as defined in the section of this RFP entitled "Scope of Services") in relation to violation tickets issued prior to the effective date of the contract entered into pursuant to the RFP (i.e., pre-contract tickets). All services, functions and system elements provided to current tickets (those tickets submitted for processing on or after the date of contract) must be provided to pre-contract tickets.

Some examples of the required services, functions and system elements are:

- processing payments and other dispositions,
- providing complete on-line access to ticket disposition information, unless otherwise specified by the City,
- providing all required services, such as notices and non-renewal processing.

The provision for complete services for pre-contract tickets is an inalienable responsibility of the Vendor. THE CITY WILL PROVIDE NO REIMBURSEMENT FOR SERVICES DELIVERED ON THESE OLDER TICKETS OTHER THAN APPLICABLE PAYMENTS FOR THE SMALL NUMBER OF THESE TICKETS SUBJECT TO THE TERMS AND CONDITIONS APPLICABLE FOR SECONDARY COLLECTIONS.

4.26

SYSTEM DOCUMENTATION AND USER REQUIREMENTS

(4.26) SYSTEM DOCUMENTATION AND USER REQUIREMENTS

Quality documentation is considered an essential part of the provision of turnkey systems and services for this RFP and system development or modification tasks.

The Vendor shall provide documentation, at a minimum, for all violation processing activities for which the Vendor is responsible including the following areas:

- user manuals, which will describe in detail the step-by-step functioning of the system from the user's perspective.
- programmer documentation, which will contain program narrative, functional specifications, all related criteria, flowcharts, listings, input examples, file descriptions, and so on;
- the manner in which all processing functions are carried out;
- the interrelationships or interfaces between the various subsystems or elements;
- the locations at which such functions are carried out;
- the timing for the carrying out of each function; and
- managerial summaries, which will provide managers with an understanding of the role of the system.

The Vendor shall document all enhancements or modifications to the systems and procedures and furnish the City with such documentation within thirty (30) days of the implementation of such modifications.

4.27

PERFORMANCE REPORTING

(4.27) PERFORMANCE REPORTING

The requirement for comprehensive performance reporting has been detailed elsewhere in this RFP. However, the outline contained herein shall serve to reiterate this requirement and to state this as a requirement for sections of this RFP where it has not been stated.

The Vendor shall implement and operate a system for recording, monitoring and responding to all complaints and requests by the City relative to the Vendor's performance and obligations pursuant to the agreement.

The Vendor shall develop procedures and reporting formats to track and respond to all requests and complaints in a systematic and timely manner.

The Vendor shall, for each request or complaint, prepare a managerial summary, implementation plan, comprehensive project analysis and /or other documents as required by the City.

The Vendor shall prepare a listing, on a regular basis as determined by the City, of all active requests or complaints, the status of each request or complaint and the targeted completion date of each request or complaint.

4.28

SECURITY

(4.28) SECURITY

The Vendor shall provide a security system which will protect both physical items and any and all parking violation ticket data.

The Vendor shall provide two major aspects of security:

- 1) physical security of equipment, files, communication network and other applicable items; physical security would need to include, but not be limited to:
 - a) controlled entry to facilities;
 - b) facility alarms; locked files, guards, or other devices reasonably expected to prevent loss or unauthorized removal of documents;
 - c) controlled access to processing areas;
 - d) security features (i.e. cameras) at facilities;
 - e) extensive audit and control procedures;
 - f) fire protection, protection against smoke and water damage; and
- 2) logical and data security designed into the system itself to safeguard confidentiality and prevent system abuse. The system should provide a comprehensive and user-oriented security system to restrict access to only authorized users. In addition, the system should provide the following:
 - a) accommodation of a variety of clearance levels, i.e., some users will need to update data while for others 'read only' will suffice; limitations on access based on proper authorization and/or terminal;
 - b) passwords, access logs, badges or other methods reasonably expected to prevent loss or unauthorized access to electronically or manually held data; passwords, access logs, badges or other manually held data;
 - c) unique user access identification that must be changed at periodic intervals;
 - d) back-up records for update transactions;
 - e) audit trails, audit reports, and full accountability for all transactions;
 - f) detailed transaction histories with date, time, and identification of transactions;
 - g) strict control and reconciliation procedures for system updates;
 - h) control of dial-up access to the system;
 - i) virus detection and control.

In addition to steps the Vendor may take to secure the system, the Vendor shall comply with reasonable security measures submitted by the City. Failure of the City to provide a partial or complete security plan shall not be construed as relieving the Vendor of security responsibilities.

4.29

COMPLETE AND COMPREHENSIVE BACK-UP
OF ALL SYSTEMS AND FILES
AND
ALTERNATIVE PROCESSING ARRANGEMENTS

(4.29) COMPLETE AND COMPREHENSIVE BACK-UP
OF ALL SYSTEMS AND FILES
AND
ALTERNATIVE PROCESSING ARRANGEMENTS

The Vendor shall provide complete back-up systems and capacity for all on-line systems including hardware, software, communication lines and other equipment.

The Vendor shall retain sufficient back-up files so that reconstruction of all processing activities can be accomplished for audit purposes and emergency situations.

The Vendor shall provide for the duplication of all programs and files and those programs and files subsequent movement offsite from their data processing facility to ensure copies are available in the event the originals are destroyed.

The Vendor shall provide for alternate processing arrangements/locations to ensure that processing could continue in the event of damage or destruction to the Vendor's data processing facility(ies). Detailed plans shall exist to provide for an orderly move to the alternative site. Test processing shall be completed periodically at the recovery site to ensure continued equipment compatibility, to train employees and to identify weaknesses in the contingency plan. Testing shall be comprehensive and shall approximate actual processing requirements.

The Vendor is responsible for performing periodic reviews and tests to ensure identified and approved procedures and functions perform in accordance with expectations and plans.

4.30

TRAINING

(4.30) TRAINING

The Vendor shall, at the City's request, and at no cost to the City, conduct instruction and training of City personnel in connection with any of the services, including but not limited to, system enhancements and subsystems, for which the Vendor is responsible hereunder.

Some EXAMPLES of training are:

Boot and Tow Operations

- use of on-line system;
- instructions on the use of on-line updating functions;
- provision of a tow and hold manual, etc.
- use of mobile telecommunications devices / hand-held devices and system, including file upload / download and reporting.

On-Line Cashiering

- instruction in how to access and use relevant software;
- use of on-line system;
- how to post payments;
- how to access totaling programs;
- instruction in end of day data reconciliation;
- routine maintenance;
- paper changing.

On-Line Inquiry System

- How to cross reference with microfiche;
- how to produce hard copy documents.

Imaging / Correspondence Workflow System

- instructions on the use and operation of scanner;
- instructions on the processing of correspondence via workflow application;
- instructions on the processing of hearings via workflow application.

In addition, seminars will be developed by the Vendor as requested by the City.

4.31

CAPACITY AND VOLUMES

(4.31) CAPACITY AND VOLUMES

Note: Volumes are also provided in other sections of this RFP as they relate to various activities.

(4.31.0) On-Line Active Database

As of June 30, 2006, the active on-line database contains approximately 2,400,000 tickets and approximately 1,000,000 license plates. ("Active on-line database" refers to violations fully paid/dismissed and non-archived, and violations fully unpaid, partially paid, overpaid, on hold, etc.)

The active on-line database has contained as much as approximately 12,000,000 violations. While the City's PVPMISS activities should serve to minimize the net increase of active database violations, under certain circumstances the City can envision the need to eventually match or exceed the former 12 million violation capacity requirements.

(4.31.1) Archive Violations

As of June 30, 2006, approximately 29,000,000 violations are in a category defined in this RFP as archived. The Vendor should anticipate the archive category to increase substantially during the course of the agreement. Of the total approximately 29,000,000 archived violations, approximately 8,000,000 violations are available on microfilm; approximately 29,000,000 violations (archived February, 1997 to June, 2006) are available via the City's Ticket Archive System. Please see section 4.23 of this RFP, "File Archive" for PVPMISS archive requirements.

(4.31.2) Ongoing Violation Ticket Volumes

The Vendor shall provide the capacity to process, as specified herein, between 35,000 and 50,000 tickets per week. Yearly ticket issuance has approximated between 1.5 and 1.9 million violations within each of the past five (fiscal) year periods.

(4.31.3) Payment Volumes

The Vendor must have sufficient capacity to process payments in volume of up to 70,000 violations per week, or as much as approximately 50,000 payment documents.

(4.31.4) Other Volumes

The following approximate workload tracking statistics (for the period July 1, 2008 through June 30, 2009) are provided to illustrate the scope of the City's PVPMISS related activities.

New Tickets Received	1,591,832
# Tickets Noticed	907,113
# Plates Noticed	638,104
# Notices Mailed	653,947
Vehicles Booted	6,534
# Violation Tows	13,755
Counter Activity	22,139
Phone Activity	419,016
General Corr. Received	90,348
Leased Vehicle Corr.	3,191
Registry Releases	30,837
# Hearings Held	13,036
Total # Dismissals	65,648
Resident Permits Issued	57,873
# Lockbox Payments Processed	556,219
# Pay by Phone Payment Processed	37,492
# Internet Payment Processed	344,240
# MA RMV Name & Address: Requests	775,443
Re-Requests	91,799
# MA RMV Non-Renewal Requests: Mark Requests	202,068
Clear Requests	129,098

4.32

TEST SYSTEM

(4.32) TEST SYSTEM

The Vendor shall be advised that the City operates under the premise that changes or new developments inherently present unexpected results or problems. All system modifications, enhancements, or other changes shall be properly tested by the Vendor and shall be approved by the City before their implementation.

The Vendor shall provide comprehensive, efficient and effective test files/test system to test both batch and on-line systems and shall provide the City with actual test results before implementing any significant system changes.

Testing shall occur at various levels of system development.

The City requires a comprehensive and functional system test plan for any and all untested applications or applications that have not been operating and debugged in an actual Boston production environment. The objectives of the Systems Testing are to identify test conditions and prepare all automated and manual procedures for system test; and to confirm that the Vendor and its systems performed all the functions that are required in the Scope of Service section of this RFP, their proposal or any other documentation submitted by the Vendor.

Vendor's Responsibilities:

The Vendor shall develop a System Test Plan and submit the plan to the City for approval. Testing activities must address all aspects of the Vendor's responsibilities and functions of the system, including terminal, communications, software, operating procedures, user procedures and other documentation. Procedures should be included in the plan to verify and certify the functions and quality of the PVPMISS and to ensure that the system performs according to the specifications.

Specific Vendor Responsibilities Include:

- Develop a test matrix to include transactions, conditions, and desired results
- Develop test data files
- Perform and document unit tests and submit to the City for approval
- Debug each program
- Conduct system test involving all functions and interfaces
- Document the final system test and submit to the City for approval

The City's Responsibilities During the System Testing Phase:

- Review and approve the test plan including the development of the test matrix and corresponding test files
- Review and approve if necessary each unit's test results
- Provide written approval of the test results for the total system

System Testing Phase Milestones:

- City approval of the test plan
- Accurate processing of complete test data package
- City approval of the system test

4.33

RECOVERY FROM CATASTROPHIC FAILURE

(4.33) RECOVERY FROM CATASTROPHIC FAILURE

Recovery from catastrophic failure is defined as those corrective efforts undertaken at the computer site as a direct result of a natural disaster (e.g., fire or flood) or other catastrophe which has caused either disruption of services to the City for extended periods of time or loss of data.

The Vendor shall reimburse the City an amount equal to the cost incurred by the City to re-enter any data should the Vendor fail to restore said data, and any other costs incurred or experienced by the City because of the interruption of services and/or the failure to restore lost data.

It will be the responsibility of the Vendor to take every precaution to ensure that all systems, files, data, equipment, communications, and facilities are reliable. In the event that a natural disaster does disrupt the system, the Vendor must have a detailed, City approved recovery plan in place, tested and ready to be implemented for all key facilities so that services are restored quickly and in accordance with City performance standards.

The Vendor must thoroughly explain its disaster recovery and back-up plan, which at a minimum should address the following:

- 1) procedures for back-up of all software and computer programs, files, computerized procedures, etc.;
- 2) off-site duplication of all software and computer programs, files, computerized procedures, etc.;
- 3) repair procedures for all hardware, communications, and other equipment in order to minimize the time required to restore service;
- 4) alternate processing arrangements in the event of severe damage to facilities; and,
- 5) proposed periodic and comprehensive testing of emergency procedures.

4.34

ORGANIZATION, PLAN OF SERVICES AND PERSONNEL

(4.34) ORGANIZATION, PLAN OF SERVICES AND PERSONNEL

(4.34.0) Note

While this section of the RFP provides information and discussions pertaining to the crucial areas of Vendor organization and plan of services, it should be noted that additional information and discussions are provided elsewhere in this RFP as they relate to a particular function(s). To the extent that a Proposer's response to this section of the RFP overlaps with information furnished elsewhere in its proposal, the Proposer is encouraged to repeat its discussion of any such item.

(4.34.1) Single Point of Responsibility

Two or more proposers may combine to submit a response to this RFP. However, one company must be designated as the Primary, and single point of responsibility, Vendor with overall responsibilities. This company must have experience preferably with PVPMISS' that are similar and comparable to Boston's PVPMISS. Subcontractors may be used but the prime contractor, i.e., Prime Vendor, must accept full responsibility for any subcontractor's performance and bear direct overall responsibility for services, oversight and management to the City.

All subcontractors must be identified and listed. It is expected that proposers will identify and discuss all subcontractors (if any) specific to any function, service, etc., within the specific section(s) of the RFP that address(es) said specific function, service, etc. In addition, for the purposes of this section of the RFP, proposers are expected to provide a comprehensive listing of all subcontractors (if any) and a summation of their responsibilities. Also, the Prime Vendor must describe the type of contractual and price arrangements that will exist with all subcontractors. Changing subcontractors during the contract period will be allowed with the prior approval of the City.

The City values the single point responsibility for the PVPMISS in light of a number of factors including, but not limited to, the demand for system, operational and data accuracy, credibility and integrity; the critical need to be responsive to the public; the sensitive nature of parking enforcement, adjudication and collection activities relative to the public; the complex and difficult nature of the issuance and processing functions and activities associated with the parking ticket; the scope, size and complexity of the PVPMISS; the critical need for quality control; and the continual need to revise and enhance the PVPMISS through ongoing changes.

With one company as the Prime Vendor, the City and the Prime Vendor will be in a better position to demand and receive close oversight and extensive quality control of all PVPMISS and PVPMISS related activities as well as a primary on-call liaison or project manager to coordinate and respond to PVPMISS-wide issues and problems and to make significant contributions to the efficiency, effectiveness, integrity and credibility of the PVPMISS.

While it is not the intent of the City to limit in a very restrictive manner the number of organizations and business entities that join together in submitting a proposal and/or performing work required by this RFP, the City is concerned about potential management, responsibility/liability and other programmatic and financial issues that could arise from a large number of organizations and business entities joining together and/or the absence of a major organization or business entity with responsibility for the primary duties and responsibilities for significant functions and requirements of this RFP.

Thus, at a minimum, the Prime Vendor should be the organization and/or business entity that is providing the primary PVPMISS software and computer systems. It is preferable that the Prime Vendor perform other major functions, activities and services required under this RFP.

(4.34.2) Highly Effective Full Service PVPMISS Organization Including Management and Oversight

The Vendor is required to provide an organization and plan of services that at a minimum will sufficiently satisfy all RFP requirements including the provision of comprehensive and integrated management and the efficient and effective oversight and delivery of all Vendor responsibilities under the RFP. This includes, but is not limited to, internal Vendor operations, personnel and facilities; and external operations, activities and relationships (i.e., with Motor Vehicle Departments, various BTD divisions, credit card processing organizations).

As previously discussed in this RFP, the Vendor shall be required to maintain a Boston Office within close proximity to Boston City Hall, which is located in downtown Boston at Government Center. Also, as previously discussed, unless compelling arguments are presented to the contrary, the City desires that as many Boston-based responsibilities (in terms of geography) as feasible be performed at the Vendor's Boston Office. Further, the City desires that the number of overall worksites be minimized.

The City desires that the Vendor's Boston and Data Center/ 'Head Office' organizations are structured to optimally manage and complete the scope of the RFP in terms of: effective and efficient primary responsibility and overall practicable control, the effective and efficient overall integration and quality control of PVPMISS functions, clearly defined lines of authority, location and arrangement of facilities, comprehensiveness and quality of internal operations and major functional areas, the ability to adapt readily to changes, a closely knit and flexible organization, and effective relationships with subcontractors (if any).

The organization structures, relationships, staffing patterns, etc., must be clearly and comprehensively presented in charts, written text, and/or through other means of presentation. The numbers, types, locations of staff and offices for all types of functions and activities should be clearly discernible.

(4.34.3) Key Personnel

The Vendor will commit, identify and provide at a minimum a sufficient number of diversely qualified key PVPMISS personnel that would be required to efficiently, effectively and in a timely manner provide and operate Boston's PVPMISS at very high performance and quality levels with no or minimum risk, exposure and/or disruption to the City's current levels of PVPMISS operations and revenue.

The City demands experienced, senior personnel for areas of major responsibility throughout the contractual period. The Vendor is expected to provide key personnel who possess a high level of actual and direct PVPMISS experience and performance in PVPMISS operating environments comparable and similar to Boston's in terms of volumes and types of transactions and other RFP requirements. The Vendor is also required to provide a high level of assurance that key personnel possess the high level of skills, abilities, knowledge and expertise required by a complex, unique, hybrid and specialized PVPMISS.

The number, type and level of key personnel that need to be assigned to the Boston PVPMISS is to an extent a function of a number of factors and variables including, but not limited to:

- the flexibility of the PVPMISS and ease and reliability of modification
- the number, type, quality, complexity, maturity, and demonstrated effectiveness of turnkey systems, components, features, etc., required by this RFP
- the extent that the turnkey systems, components, features, etc., required by this RFP have been tested in a comparable and similar production environment with comparable and similar transactions
- the nature and amount of design and development that needs to be done
- the number and type of performance levels and problems being encountered, and
- the number, type, quality, competency and experience of personnel assigned.

Key personnel may be located in Boston or at processing sites such as a datacenter which may be situated outside the City. However, it should be clearly understood that the City prefers to have as many key personnel located at worksites, the fewer the better, as close by as possible to City Hall.

Key personnel would include project and program management, management, administrative, systems analyst, business analyst, programmer, network administration, quality control specialist, operational, production and other staff who actually have responsibility in specific or general areas of importance to providing, operating and enhancing Boston's PVPMISS.

Whether or not the Vendor's main data processing facility is located within or outside of the downtown Boston area, certain key personnel including, at a minimum, a senior official from the Primary Vendor, a local project manager, at least one (1) senior business/systems analysts, at least two (2) business systems analysts with expertise and experience in network management and the applicable LANS and WANS and expertise and experience in programming and systems support for microcomputer applications, and at least one (1) manager with expertise in hardware installation and maintenance must be immediately available (within a 30 minute time period), on an every workday, any time of day, routine basis, to meet with BTB/OPC staff located at Boston City Hall in downtown Boston.

Whether or not a Vendor's facilities for lockbox, noticing, data entry and any other major activities are or are not located in the downtown Boston area, key personnel responsible for these functions must be immediately available, within a 30 minute time period, on an every workday, any time of day, routine basis, to confer with City staff and must be available within a 24 hour time period, on an every workday, routine basis, to meet with City staff located at Boston City Hall (or with City staff located at the Tow Lot located just outside downtown Boston). The Prime Vendor must receive the City's approval to designate individuals as key personnel for these other responsibilities where the designated individual does not have a direct, actual work assignment relative to the specific activity. The City may (depending upon organization and performance issues including that of key personnel) require at its sole discretion the assignment and availability of additional key personnel in a manner described above. It is not the intent to delineate for all situations and circumstances, the assignment of local staff from the Vendor. However, by way of illustration, the lockbox, noticing, and data entry functions are major functions where key personnel will be required to interface with City staff and must be available in the manner described above.

(4.34.4) On-Site Assistance

The Vendor shall at all times assign an individual designated as a key personnel to be available in City Hall on an as-directed basis during periods of development, problems, or situations involving corrective action. This individual shall have a proficient knowledge of all ticket processing activities for which the Vendor is responsible and have at least two years direct PVPMISS programming and/or systems analysis experience similar and comparable to Boston's PVPMISS. This individual may be one of the key personnel identified above.

(4.34.5) Programmer Analysts

The Vendor shall provide a minimum of one (1) experienced project programmer/analyst, who shall be responsible, on a full time basis, for programming new or additional management reports, new applications and other system enhancements and modifications requested by the City. This programmer/analysts, as a member of the Vendor's key personnel team, shall be in addition to programmer/analyst computer personnel assigned to the Boston system or central Data Center support operations. The City shall have the prerogative to establish priority among outstanding programming projects. The Vendor will provide, at the City's request, a weekly account or schedule of all past and planned programming activities of the programmer/analyst.

It should be clearly understood that this programmer/analyst is over and above the staff that are needed to provide and maintain the turnkey systems at performance levels which are not below the performance levels in existence prior to July 1, 2010, below the performance levels required by this RFP on July 1, 2010, and/or below the performance levels prior to any previous quarterly performance levels during the term of the contract. This means that the Vendor will be required to maintain and support new activities on an on-going basis. If additional staffing is required, the Vendor must provide the necessary resources (at no cost to the City).

(4.34.5.1) Assignment of a Network Administrator and Micro-Programmer

It is the intent and preference of the City to have the Vendor assign, as a member of the Vendor's key personnel team, a primary (single) individual to perform many of the network administration functions at the OPC City Hall office and various microcomputer activities. The service needs and requirements of the City require a working arrangement of approximately 5 days per week and thirty-five (35) hours per week from a single person.

Overview of Service Requirements

The City requires an individual to provide professional network, microcomputer analysis, user liaison, programming, technical assistance, maintenance and support services. This individual will also coordinate other Vendor staff relative to assistance for City oriented PVPMISS network and microcomputer related activities and will also play a key role in integrating systems and applications. This individual will further assist City staff and provide technical liaison support relative to the services described herein as well as for various other microcomputer and networking activities. In addition to responding to City requests and assignments, the individual assigned by the Vendor to perform the microcomputer related activities must be self-directed and possess sufficient initiative to analyze and determine system and application modification, development, documentation, training and support requirements.

The individual will likely be assigned a primary workspace at the Office of the Parking Clerk, Room 224, BOSTON CITY HALL. The individual's primary workspace may, at the City's discretion be relocated to another worksite within the BTM organization. It is expected that the individual assigned by the Vendor will also have microcomputer resources available at his/her disposal, independent of City resources. The individual, on occasion, may be allowed to conduct work off-site from the above location(s) in the event that it will provide for the expeditious, effective and efficient completion of a task or set of tasks. However, if the Vendor believes that certain functions and assignments could be better performed by other Vendor staff, the City may be willing to reduce the number of work hours of the primary individual.

All computer software, programs and procedures relating to distinct and stand-alone City applications (i.e., Traffic Management Permitting System) that are maintained by this individual as they relate to the services to be performed under this section of the RFP shall remain the property of the City.

(4.34.5.2) Assignment of Interactive Voice Response System (IVRS) Analyst(s)

The Vendor, as part of its key personnel team, is required to provide for the duration of the contract a senior Interactive Voice Response System (IVRS) technical developer support person with relevant IVRS experience and interface experience with mainframe or other applicable core systems used for the PVPMISS. This person should also possess development experience in the quoted system's operating and software environment. Additionally, this person should have experience interfacing with the core PVPMISS mainframe or other system. This person should possess proficiency in Speech Recognition technology relative to future IVRS initiatives described in Section 4.17, Automated Interactive Voice Response System, of this RFP.

The person must be available to be on-site for installation, testing, debugging and acceptance of the new application, major changes, and on an immediate on-call basis at the request of BTM/OPC. This IVRS analyst will also be the designated liaison to other Vendor staff, BTM/OPC staff, MIS staff, City Telecommunication staff, City Telephone System Vendor Staff, and Executone staff involved with their Automatic Call Distributor (ACD).

In addition to the senior IVRS analyst, the Vendor, at a minimum, will provide for the duration of the contract, a technical systems analyst or micro-programmer or equivalent back-up with experience in IVRS to assist the senior technical IVRS person and act as a secondary liaison. This analyst or micro-programmer may also be expected to be on-site for installation, testing, debugging during acceptance and on a routine basis if required by the City.

Please note that the IVRS application is critical application relative to delivery of customer service and BTM/OPC's image with the public and its customers.

(4.34.5.3) Assignment of WWW / Internet Applications Analyst

The Vendor, as part of its key personnel team, is required to provide for the duration of the contract a senior WWW / Internet Applications technical developer support person with relevant WWW / Internet Applications experience and interface experience with mainframe and other applicable core systems, including financial systems, used for the PVPMISS. This person should also possess development experience in the quoted

system's operating and software environment. Additionally, this person should have experience interfacing with the core PVPMISS mainframe or other system.

This person must be available to be on-site for designing, testing, installation, debugging and acceptance of web-based applications as needed and on an immediate on-call basis at the request of BTB/OPC staff.

In addition to the senior WWW / Internet Applications Analyst, the Vendor, at a minimum, will provide for the duration of the contract, a technical systems or network analyst or micro-programmer with experience in web-based applications to assist the senior technical WWW / Internet Applications Analyst and act as a secondary liaison. This analyst or micro-programmer may also be expected to be on-site for installation, testing, debugging during acceptance testing and on a routine basis if required by the City.

Please note that the Pay-By-Web and future web-based applications are critical relative to the delivery of customer service and BTB/OPC's image with the public and its customers.

(4.34.6) Consultant Services

The Vendor must provide Consultant Services for various traffic and parking operations and management. This service may be provided via in-house or subcontracted services at the Vendor's cost.

(4.34.6.1) Consultant Services for Enforcement Activities

The City anticipates a continuing need for provision of these services in the specific area of parking ticket issuance and enforcement. Such consultant services would require regular meetings with BTB/Enforcement Division managers and key staff. At a minimum, the services would include assistance in the development of training activities of parking ticket writers, possibly the actual training of personnel and supervisors, monitoring ticket issuance and factors impacting issuance, analysis and development of issuance routes, and analysis of productivity. The Vendor is required to identify senior staff that would be located in Boston or made available on an as need basis.

(4.34.6.2) Consultant Services in Traffic and Parking Management

The Vendor is expected to provide the City with a variety of services relative to Traffic and Parking Management ranging from information on new approaches and systems to actual studies and analysis of BTB operations.

By way of illustration of new approaches and systems, the BTB expects to be provided information on hand-held ticket writers, red-light running programs, new innovations relative to on-street parking such as in-car meters, and new applications developed for boot and tow operations.

(4.34.7) Routine Programmatic Meetings

As noted, the City strongly desires for programmatic reasons the ability to have immediate and ongoing access to key personnel. The City requires that key personnel involved with any major functions, activities, services or responsibilities be made available for access in the manner described above and in addition, be available, as the need arises due to programmatic issues, to attend daily, weekly and/or monthly in-person meetings throughout the contract period. The City may require, at its sole discretion, these meetings.

At a minimum, once all RFP turnkey requirements have been satisfied, the City will normally require monthly in-person meetings with local office and data center key personnel to review the status of the PVPMISS or any number of specific activities and projects.

(4.34.8) Commitment of Specific Key Personnel

The Vendor needs to assure and provide supporting information and explanation that the specifically committed key personnel can reasonably be expected to be provided in light of the Vendor's ongoing/planned PVPMISS and other contractual commitments.

The City clearly expects that all requirements including all systems and operations unless otherwise specified in the RFP be fully and successfully implemented and operational effective July 1, 2010. The City at its sole discretion may require and the Vendor must provide additional key personnel to be assigned when performance levels are below the performance levels in existence prior to July 1, 2010, below the performance levels required by this RFP on July 1, 2010, and/or below the performance levels prior to any previous quarterly performance levels during the term of the contract. While it is the intent of the City to avoid this situation via the requirements of the RFP and commitments of the Vendor (as stated in the RFP submission) to be able to satisfy those requirements, the City may reluctantly believe that corrective action could involve additional assignment of personnel and/or applicable liquidated damages in lieu of termination of the contract and/or applicable liquidated damages.

(4.34.9) Depth of Key Personnel

The Vendor is expected to substantiate its depth in terms of key personnel. The Vendor must substantiate its capability to support the Boston PVPMISS with other additional similarly qualified staff in cases of staff turnover, temporary unavailability of specified key personnel, an increase in projects or problems, substantial enhancements to the depth and scope of applications, or failure to satisfy contractual requirements.

(4.34.10) Non-Key Personnel For All Vendor Responsibilities

The Vendor will commit and provide at a minimum a sufficient number of diversely qualified personnel that would be required to efficiently, effectively and in a timely manner provide and operate Boston's PVPMISS at very high performance and quality levels with no or minimum risk, exposure and/or disruption to the City's current levels of PVPMISS operations and revenue relative to all Vendor responsibilities required under this RFP.

The Vendor must identify the numbers and diverse types of personnel that will be assigned to ongoing processing, production and other functions, activities, services and responsibilities required under this RFP. The Vendor must indicate staffing patterns, numbers, types of positions, worksites, etc.

(4.34.11) Experience and Demonstrated Effectiveness of Subcontractors and Subcontractor Personnel

The experience and demonstrated effectiveness of subcontractors and subcontractor personnel is important to the City. While the City will hold the Prime Vendor responsible for the provision of all systems and services, it is incumbent upon the City to ensure wherever possible that all work will be of the highest quality, timeliness, accuracy and completeness and that public funds will be protected.

(4.34.12) Right to Refuse Personnel

As set forth in Paragraph Z, Section VI of the PVPMISS Contract (Agreement), the City reserves the right to refuse any individual(s) in the Contractor's employ (including subcontractors) if the City is not satisfied with their performance as it relates to the Contract to be entered into pursuant to this RFP, or personality conflicts with City personnel hinder the effectiveness of the Contract.

(4.34.13) Tow Lot Support

The Vendor shall provide, as part of its key personnel team, on-site full time technical support for Tow Lot applications at the City's Tow Lot facility, currently located at 200 Frontage Road, Boston, MA. Such individual shall be responsible for all day to day programmatic activities of the hand-held ticket issuance application and interaction with Enforcement personnel as well as all day to day programmatic activities of the seizure identification system applications and interaction with Boot and Tow personnel. The work hours of such personnel may vary and shall be determined by the operational needs of Tow Lot Supervisors.

4.35

SECONDARY COLLECTIONS

(4.35) SECONDARY COLLECTIONS

The Vendor selected to provide the primary collection services required under this contract will be given first consideration to provide secondary collection services on tickets that have been processed through the City's existing collection systems. The City has essentially exhausted its capacity to collect on certain groups of tickets and therefore, is willing to assign these tickets for secondary collections. The Parking Clerk will have the sole discretion to assign tickets, via written communication, for Secondary Collections. Further, the Parking Clerk, via written communication and a thirty (30) day notice of termination of assignment(s), may withdraw from assignment any and/or all groups of tickets at his/her sole discretion for any performance related reason relative to any aspect of the provision of services required under the contract to be entered into pursuant to this RFP. This discretion is intentionally not limited to the performance of the Vendor relative to Secondary Collections. Vendors will clearly not be assigned nor will they retain Secondary Collection assignments if the requirements contained in the Scope of Services section of this RFP are not performed in a qualitative manner satisfactory to the Parking Clerk, nor will the Vendor receive/retain Secondary Collection assignments if the City experiences a degradation in the level of confidence regarding the Vendor's ability to deliver systems and services required in this RFP, via the Vendor's failure to achieve programmatic system development milestones. Secondary Collections are viewed as an non-essential component of the contract.

The major groups of tickets that may be assigned are:

- 1) Massachusetts registrant tickets which are over nine (9) months from issue date;
- 2) Out-of-State registrant tickets where the ticket remains outstanding for a time period of at least ninety (90) days following the mailing of the last non-Secondary Collections dunning notice. At present, and subject to increase, there are three non-Secondary Collections dunning notices. Depending upon circumstances, it is estimated that these tickets would typically be eligible for noticing four to six months following issuance. The City reserves the right to modify this schedule;
- 3) Lease/Rental/Taxi tickets where the vehicle operator name and address has been secured by the City and where the ticket remains outstanding for a time period of at least ninety (90) days following the mailing of the last Lease/Rental/Taxi vehicle operator dunning notice. At present, and subject to increase, there are two Lease/Rental/Taxi vehicle operator dunning notices. Depending upon circumstances, it is estimated that these tickets would typically be eligible for noticing four to six months following issuance. The City reserves the right to modify this schedule;
- 4) Tickets in Non-Renewal Status that have aged twenty-five (25) months from the date that the non-renewal mark was updated to the database in the cases of registrations that are subject to registration renewal every two years, and tickets in Non-Renewal Status that have aged thirteen (13) months from the date that the non-renewal mark was updated to the database in the cases of registrations that are subject to registration renewal annually.

The Vendor may be assigned other groups of tickets and/or any of the assigned groups may be expanded to encompass additional tickets and/or time periods.

The Vendor shall secure the City's approval in order to initiate notice action for any group of tickets.

It should be recognized that numerous unpaid tickets lack any or current addresses, and the Vendor shall not be allowed to utilize any addresses other than those addresses contained on the PVPMISS for noticing purposes.

Payments received on tickets marked for non-renewal that are not in population '4' above and payments received on tickets on a booted plate shall be excluded from billings. Also, collections initially paid on one ticket in or not part of an assigned group of tickets and re-distributed to any ticket in an assigned group shall be excluded from billings. Further, collections initially paid on a ticket in an assigned group and redistributed to another ticket in the assigned group shall be excluded from billing for a second time.

The Vendor shall receive thirty-four percent (34%) of the revenue collected from assigned tickets.

The Vendor shall be responsible for postage, any related processing costs, and printed materials (the form of which shall be approved by the City).

The Vendor shall provide for comprehensive edits and controls regarding the identification of secondary collections populations and the proper treatment and accounting of 'chargeable' and 'non-chargeable' collections.

4.36

CONVERSION

(4.36) CONVERSION

This RFP requires that, in the event the Selected Vendor is not the Existing Vendor, the Selected Vendor's violation processing database be initially loaded from a master file residing with the Existing Vendor's system. The Vendor shall be required to interface with the Existing Vendor to conduct conversion activities.

Conversion will be determined to be completed when the system performs according to the standards of the City. It will be the Selected Vendor's responsibility to accomplish all programming and testing to ensure that the conversion has been successfully completed. It will be the City's/ Existing Vendor's responsibility to supply the data, as is, from the existing parking violations databases and for conversion purposes to define the storage formats and describe the data elements stored in the databases.

The Selected Vendor (and by necessity, Prospective Vendors) shall propose a comprehensive data conversion plan to convert from the existing Vendor's system to the selected Vendor's system. This plan shall include, but not be limited to, all responsibilities of the Vendor, the City, and the Existing Vendor in the conversion effort; how the conversion will be accomplished; the conversion timetable and work schedule; and how the accuracy of the conversion effort will be measured.

IT SHOULD BE NOTED THAT THE CITY REQUIRES A COMPREHENSIVE AND DETAILED DISCUSSION OF: (A) THE CAPTURE OF DATA TO BE CONVERTED, AND (B) THE SUBSEQUENT USE OF CAPTURED AND CONVERTED DATA. Toward this end, Prospective Vendors shall be advised that the data and information requirements of the City set forth in this RFP are substantially representative of the current data and information fields that would need to be captured, converted and utilized.

Upon completion of the contract term, the Vendor shall support the transfer of data in the event that the contract is terminated or has expired and a new Vendor is selected. Additionally, the Vendor shall be required to provide any data or information required by the City to prepare an RFP and execute a succeeding contract, to include but not be limited to current and projected baselines, computer utilization, forms utilization, definition of storage formats and description of data elements stored in the databases.

4.37

HAND-HELD ELECTRONIC TICKET WRITING DEVICES

4.37) HAND-HELD TICKET WRITING DEVICES (HHD's)

Introduction, Background and Programmatic Orientation

The proper issuance of a parking ticket with all data fields accurately recorded is a “mission critical” function relative to the Parking Violation System efforts to achieve the City’s traffic and parking objectives. The combination of a clear and accurate parking violation and a comprehensive and efficient Parking Violation System enables the City to efficiently and effectively utilize the issuance of a parking ticket as a meaningful deterrent to illegal parking upon which other critical traffic and parking activities are totally dependent.

It is important for vendors to understand the City’s perspective on the need for a proven, turnkey HHD system. A major factor relates to the parking ticket issuance process, particularly the various issues and factors impacting the workforce. Some of these issues relate to the nature of the workforce while other issues involve operational aspects such as the requirement that the work be performed in the field. The work assignment that will involve the deployment of HHD’s represents a difficult setting in regards to the conditions and situations as well as the nature of the duties and responsibilities associated with the performance of the parking enforcement function.

Obviously, since 100% of ticket writing is in the field, environmental conditions greatly impact the assignment and performance of the officers and the HHD’s. Additionally, it should be recognized that the ticket writer is basically working independently in the field. Essentially, the parking ticket issuance aspect of a Parking Violation/Parking Management Information Service System (PVPMISS) is the most challenging and vulnerable component least able to deal with the potential downside problems and risks related to a problematic implementation phase of a new way of performing a critical assignment.

Sensitivity & Concern About Writing a Parking Ticket in the Field

The ticketing officer’s job may appear to involve simple and routine tasks. The conditions and situations, however, in which they perform this simple and routine task as well as other aspects involved in ticket writing are in fact challenging and problematic. Furthermore, the primary function they perform is considered “mission critical” for the City’s Parking Enforcement and Traffic and Parking Management goals and objectives. As a result, major cities including Boston have learned to minimize or eliminate any unnecessary complexity or confusion and any ‘not-required’ dimension to the ticket-writing assignment.

Additionally, as part of the ticket issuance function, it is important to recognize that the public’s relationship and feelings about their motor vehicles and parking spaces create a variety of dimensions and challenges. The public’s issues with parking in combination

with the constant review and scrutiny by the media of anything to do with parking and the political/government setting of the operation creates a need for the 'best/most reliable' solution approach to HHD's. Numerous examples of the unique and hybrid characteristics and aspects of parking violations illustrate the complexities and the challenges of effective enforcement and the resultant customer and adjudication services needed to respond to the justified complaints (due to errors) as well as inquiries for routine information..

Two areas that have a direct and important impact on the public's reaction and perception of parking enforcement and related customer and adjudication services may help clarify the challenges. Basically, the writing of the parking ticket and the registrant identification process represent critical and problematic functions that impact customer and adjudication services and the integrity and image of the operation and of the City.

(4.37.1) The Issuing Officer and the Parking Violation

The parking violation is issued by an officer that is willing to be employed in a job that is viewed negatively by the general public and others. The actual assignment is in the field performing for the most part on an individual basis. The job requirements are minimal and the training is not equivalent to an academy setting. The parking ticket is written in a standing position often in different types of inclement weather conditions, and in the winter, the officers wear gloves. In addition to the physical and environmental issues, the ticket writers are sometimes exposed to hostile conditions relative to confrontations from recipients of the tickets or from members of the general public.

Thus, it is important to acknowledge that beyond the difficulties associated with conditions and situations surrounding the writing of a ticket, the issuing officers must focus their attention to the details relating to the vehicle and its registration as well as the regulations and signage. In regards to the vehicle and license plate, many issues come into play. The ticket writer must often think about how to decode/decipher some very confusing license plates due to the different license plate types, plate phrases/wording, plate colors, alpha/numeric characters and symbols and combinations created by the Massachusetts Registry of Motor Vehicles and other out-of-state Motor Vehicle Departments. In many cases, these license plates appear to be conflicting or at least confusing as they have the same actual numbers or letters with possibly some unique symbol, color or other distinguishing feature.

In reference to the regulations and signage, the officers must focus their full attention on the on-street factors that lead to proper or improper issuance of a violation. These factors, include but are not limited to, the precise location of the vehicle relative to the on-street signage that is intended to clearly convey the on-street parking regulations to the motorists. Due to missing, confusing, conflicting signage in combination particularly with the growing practice of multiple regulations and/or temporary regulations covering the same spaces, enforcement officers must be keenly aware of their surrounding. Furthermore, the officers are responsible for accurately interpreting the hours of

operation and the operational status of meters, and they must be cognizant of applicable permits and placards. Thus, issuance of a parking violation is not a simple and rote task as many think, but on closer examination, is really quite complex, in and of itself.

(4.37.2) The Registrant Acquisition Systems and Process Adds to the Complexity and Potential for Problems

Another major component that is critically linked to the ticket-writing activity as described above are the registrant acquisition systems and processes. There are different computer applications that need to correctly process and exchange ticket-face data for registrant data. These data exchanges, particularly ones with out-of-state Motor Vehicle Departments, are pre-destined for potential problems just due to the fact of the unique plate features, characters and interpretative requirements. Thus, problems with ticket writing can clearly create the registrant data acquisition errors that result in the wrong person being billed, no person being billed, incorrect data appearing on a bill or a record, missing data on a bill or record, etc. Therefore, inaccurate data capture must be avoided. Incorrect data has very negative operational, cost, image and integrity consequences for the City. The issues of ticket writing and registrant identification just represent a portion of challenges that create a complex and often difficult impact on customer and adjudication services.

Indication of Impact

To place the ticket writing issue and challenge itself into some context, just a 3% data error rate on 1,600,000 tickets could produce 48,000 legitimate customer disputes directed at the City. At the simplest to understand level, incorrect information from the ticket leads to misidentification and mis-billings, and subsequently to a complaint, often negative and sometime confrontational customer service and adjudication interaction, dismissal of the ticket, lost revenue, and a lost opportunity to deter illegal parking. This also causes the City to incur costs associated with ticket processing and maintenance for essentially “uncollectible” tickets. It should be recognized that this just represents some of the costs and negative impacts related to the quality of ticket issuance.

(4.37.6) Other reasons why the City desires a successful turnkey HHD system

1) Job Enhancement & Improved Public Perception

The utilization of HHD's can provide the ticket writers with new skills and capabilities and an improved self-perception. It should be noted that as part of a recent collective bargaining agreement, the enforcement officers have already agreed to adopt HHD's. Also, the utilization of the devices should also improve the public image of the Boston Transportation Department and the City's positive orientation towards using technology to solve and address challenges. For a function such as ticket writing, often berated by the public,

a new, different and more professional perspective and public perception of their jobs could provide a much-needed boost to both the morale and self-esteem of the enforcement officers.

2) Data Integrity/Reduction in Customer Complaints

As noted earlier in this report, on an annual basis, a certain percentage of all violations issued by Parking Enforcement Officers contain missing, illegible, invalid or wrong information. Since the HHD's print a clear digit, accurately record date and time, do not require data entry and could be programmed to prompt all fields of required information, not only would the number of account receivable tickets increase, but also the number of violator disputes associated with questionable data would decrease. The devices will hopefully reduce the number of tickets assigned to the wrong registrant due to ticket writing and ticket data deciphering problems.

3) Capability to Enhance Enforcement Capabilities and Be More Productive

The utilization of HHD's clearly provide an opportunity to achieve parking management objectives through improvements in the City's enforcement capabilities particularly involving time-based regulations such as parking beyond the limits at meters or in 1 or 2 hour restricted spaces. Since HHD's can track vehicles with a simple entry of a plate number, an officer can easily monitor vehicles' time at various locations.

4) Access to Databases/Reduction in Customer Complaints

In addition to issues with accuracy and interpretation of data, tickets have been disputed in cases where a customer is issued a parking ticket for a Resident Parking Violation and they have a Resident Parking Permit reflected in the database. HHD's can store databases and access them to verify if a vehicle has a permit. If a vehicle has a permit, we can avoid issuing a ticket, receiving a complaint and then dismissing the ticket.

5) Booting of Additional Vehicles

Each of the HHD's can have the capability to contain a list of the current boot eligible population of violators (boot lists), and a ticket writer would radio the BTD base/Tow Lot if a plate number on the boot list was recorded. If the devices are radio frequency capable, and a ticket is issued to a plate on the boot list a message can be automatically transmitted (without the involvement of the ticket writer) to the Tow Lot dispatch officer or a boot crew apprising them of "hits" and the location of the vehicle. The "hits" would then be verified by the boot crew to ensure that the tickets have not been paid since the production of the most current boot list.

Since Parking Enforcement Officers would be in effect acting as "passive spotters" of boot eligible vehicles (along with present Tow Lot personnel), an increase in booting and towing activity may result. The amount of increased booting is to an extent subject to logistics and resource allocation issues.

6) Turnover Studies

Hand-held devices could also be used to conduct turnover studies. The devices can record registration data including plate number and plate type. The system can automatically date and time stamp each registration record for time based and other studies. This data can then be downloaded to a PC and the registration data matched against data contained in the Parking Violation System. A Registry of Motor Vehicles name and address request can also be generated from this file to obtain registration data. The benefit from this option is that the labor-intensive requirement to hand-write registration numbers, to look for those numbers on subsequent passes, to perform single manual look-ups of the registration on a computer terminal and the recording of information is eliminated.

7) Meter, Signs, Signal and Field Service Applications

Hand-held devices could be utilized for a variety of field service applications including meter, sign and signal inventory and repair calls. Hand-held devices could be programmed to record data that can then be updated to the Meter Management System, the Sign Management System or another database indicating outage and repair data. Management and operational reports can then be generated detailing a wide range of information.

It is expected that hand-held devices used for field service applications would not require radio frequency capability.

8) Ambassadors for the City

Since the officers are in uniform, tourists and others frequently ask them for directions and request other information. The HHD's could provide directional and possibly information on other commonly asked questions.

9) A Management Tool

Hand-held devices have the capability to store information concerning the activity of the agent utilizing the device such as the total number of tickets written, total number of each violation type written, "time-outs" taken for lunch and breaks, etc. From this stored information, MIS Reports can be produced which will allow management personnel to monitor an officer's productivity and activity on a timely basis. Route analysis and deployment can then be analyzed and refined based on this data collection and reporting.

(4.37.7) City's Orientation and Key Objectives for HHD's

With very high ticket issuance numbers, a successful low-cost efficient but responsive and effective customer service operation, and a very high collection rate with an associated revenue stream involving tens of millions of dollars, the City can not and will not entertain the introduction of any new technology that can create potential risk and

disruption to the levels and quality of its PVPMISS operation. It is absolutely critical to use proven technology and to keep the ticket-writing assignment at a basic and simple level. The City is directly looking for the HHD that will immediately and simultaneously further enhance our operational, customer service and enforcement capabilities and effectiveness while reducing customer service and other costs and increasing revenue and improving collection rates. As noted, our Enforcement Officers already have a difficult assignment that is constantly becoming more complex. Thus, we desire to make part of their job easier and better for them, for our customers and for the achievement of parking management objectives.

Thus, the City in a similar manner to other major cities in this and other countries requires and mandates that the HHD's be ruggedized, fully tested, debugged, proven in major urban city production environments, and determined to be completely reliable for the basic, repetitive task of entering standard information and generating a parking ticket. Further, due to the large number of potential users with varying backgrounds relative to computer usage, the HHD should be designed to require an extremely minimal degree of technical dexterity for operation. Additionally, for labor force and various operational reasons including, but not limited to, weather and clothing, the City requires and mandates a combined, one (1) or wireless two (2) piece design for the issuing device and the printing device. The selected vendor will also be required to have a well-established reputation that can be substantiated and documented as a subject-matter experienced vendor in providing proven HHD's for on-street parking solutions with extensive and specialized experience, knowledge, abilities and skills for parking ticket issuance enforcement and parking management applications in large urban environments. Moreover, the selection of a vendor will also be subject to the vendor's ability to substantiate and document its capabilities to provide a reliable and ready to use, at the start of the contract, turnkey HHD system (with proven products, systems and services). Additionally, as part of RFP submission, the vendor must clearly demonstrate and substantiate its hardware, software, existing specifications, and related equipment and service ability and capabilities to avoid a development process during the initial deployment of the HHD. The BTM, other than providing prior to the start of the contract routine information such as violation codes, penalty amounts, and meter numbers, is not responsible for providing functional specifications and user requirements.

First and foremost, the BTM is responsible for the enforcement of parking regulations and customer service, adjudication and collection of parking tickets. Therefore, again, **our primary focus is on our foot-patrol labor force**, and the issue is on the complete HHD operation and systems that are most suitable and appropriate for our ticket writers, our customers and our customer service and adjudication staff. We have a diverse workforce that are not computer technicians, and therefore, the HHD's must be designed and oriented towards that labor force. The City requires and mandates HHD's that users will find user friendly and will not cause user frustration, down-time, problematic debugging, testing, etc. Our ticket writers need tried, true, tested, proven and complete HHD system and operation. Additionally, the City can not and will not suffer loss of ticket issuance (and the resulting loss of revenue), "turn-off" of users while they test, debug, and revise software and hardware issues, and just as importantly, we do not want to add to our

customer service problems by providing poor quality or erroneous tickets to our customers that produce more complaints and stress for our customer service and adjudication staff. Thus, Boston and other major, urban cities with high volume issuance are avoiding systems development projects and cutting/bleeding-edge technology due to the reasons cited above. It is in the best interest of the City to ensure that the introduction of new ticket issuance technology is successful from the beginning of the process.

While on one hand we are focused on securing the proven HHD's from subject matter experienced providers due to various workforce factors, we are also oriented towards subject-matter expertise for other critical reasons. The other reasons include the reaction of the general public to parking tickets as well as the scrutiny from the media and other sources (e.g., political representatives of constituents). Cities including Boston have recognized that the writing of the parking violation is a challenging function in an urban environment. We believe, fortunately for the City of Boston, that this focus and orientation towards proven technology for the task of ticket issuance has been facilitated by the development of true subject matter expertise by providers of HHD's in other major cities.

(4.37.8) Vendor Provision of HHD's

The Vendor shall be responsible for providing, implementing and supporting portable data terminals with combined (i.e., one piece or wireless two piece) integrated printers (HHD's), base stations and any and all hardware, including installation and site preparation, necessary for the optimal performance of such devices (herein after referred to as 'HHD's) as a primary means of issuing parking tickets. The estimated 220 to 260 City of Boston/BTD Parking Enforcement Officers that will be assigned devices issue approximately 90% of the tickets issued in Boston. The City's objective for automating the ticket issuance process is to enhance the quality of the parking tickets issued by Parking Enforcement Officers and to improve the efficiency of effectiveness of the enforcement capabilities. The City may require HHD's in the future to be capable of utilizing various technologies such as wireless (radio frequency) transmission to the Vendor's host computer for selected parking ticket data and scanning of vehicle information (i.e. via barcode or similar) from inspection or other stickers. In all cases, however, HHD's shall be capable of retaining parking ticket data in the device for later transmission to the Vendor's host computer system in the event of transmission interruptions should the City utilize this communication option.

Prospective Vendors are directed to refer to the entire section of this RFP entitled "Parking Ticket Pick-up Receipt and Control", and in particular, subsection, "Issuance Profile", and the entire section of this RFP entitled "Parking Ticket Data Entry", and in particular, subsection, "Information Foundation and Zero Defect Objective", for information and requirements relative to ticket issuance and update and the entire section of this RFP entitled, "Lockbox Processing Functions", and in particular subsection. As well as the scanning of barcodes affixed to the Resident Parking Permit for the purpose of Resident Parking Permit number validation and/or other uses.

“Lockbox Processing Overview”, for information and requirements relative to ticket issuance, update and automated (OCR) payment processing.

The Vendor shall identify in detail how it will comply with the requirements stated in this section. Further, the Vendor shall identify in detail how it will support this specific application with technical staff including staff that will be available to be on-site for installation, including site preparation, training, and start-up as well as on an on-going basis throughout the life of the contract entered into pursuant to this RFP. HHD support personnel shall have current industry certifications and appropriate experience to fully support all networking, hardware and software platforms utilized. Hand-held support personnel shall be responsible for coordinating system modifications with City staff (as well as any paper and/or envelope suppliers utilized by the City) and contractor technical personnel, troubleshooting problems including hardware and application problems, and training City staff. The Vendor shall be responsible for ensuring accurate, automated payment process of HHD issued parking tickets via the Vendor’s Lockbox processing facility and equipment. The Vendor shall provide the City with an implementation plan to ensure a smooth implementation of the hand-held technology as proposed.

Equipment Requirements

Although current deployment levels are discussed elsewhere, the Vendor shall be responsible for providing a minimum of two hundred fifty (250) HHD’s with all required hardware, software and other equipment and services to support ticket issuance by the Boston Transportation Department’s Parking Enforcement Officers.

Repairs and Replacement of the HHD's and Supporting Equipment

The Vendor shall provide repairs and full replacements for all hand-held devices, including printer components, damaged, lost or otherwise rendered inoperative, for any reason. The Vendor shall replace devices determined by either the hardware supplier or the City to be beyond repair. Such replacement devices shall be new and shall be fully configured and operational when delivered to the City. The Vendor shall refer to the section of this RFP entitled "Network Capabilities and Other Equipment, Service and Supply Requirements" for a further discussion of service requirements. Ownership of all hardware and software associated with such hand-held devices should become the property of the City at the conclusion of any contract entered into pursuant to this RFP.

Transmission Cradles/Devices and Chargers

The Vendor shall be responsible for supplying sufficient cradles, chargers, docking stations or the like, to support the hand-held devices. The chargers and cradles shall be connected to the minimum number of base stations to allow for optimal transmission of data and unit charging with minimal processing time. Wireless Technology application is required.

Batteries

The Vendor shall be responsible for supplying sufficient batteries to support the hand-held devices. This shall include spare batteries to allow for battery change-outs as necessary. The Vendor shall specify minimum battery life standards. An external, charging cradle, used to charge the batteries while they are in the unit shall be provided. Rechargeable battery packs must be able to provide power for a minimum of eight (8) hours of continuous usage in a parking enforcement environment without changing or recharging batteries. The system must have a power saver feature that, when the system is operating on batteries, automatically goes into "sleep" mode after a period of idle time, which can be specified. The Vendor shall provide a battery analyzer/tester for use with all batteries required for operation of any HHD provided.

Interface Capability, Communication, Connectivity, Downloading, Uploading

The Vendor shall be responsible for providing all interface and network capability between the base stations, the Vendor's processing location(s) and the hand-held devices. The system must offer the capability of direct host communication with multiple hand-held units that allows for simultaneous data transfer to multiple hand-held devices in a totally automated fashion via a minimum number of base stations. The system will provide the customer the capability of placing the target workstation into communications mode allowing the hand-held devices to be wirelessly uploaded,

downloaded and charged any time without user intervention. The Vendor shall be required to provide a daily, automated download routine to provide the list of seizure eligible vehicles to all hand-held devices. Please refer to the section of this RFP entitled "Boot and Tow System" for a description of the City's seizure program. The Vendor shall also be required to provide on a routine basis as specified by the City, an automated download routine to provide, for example, a list of vehicles which have received a resident parking permit in the City of Boston and possibly a stolen vehicle hot list. System performance of the hand-held devices in terms of ticket issuance, response time, printing, data transmission of parking ticket data, etc..., shall not be adversely affected by the download and residence of the data files listed above. The software shall incorporate auto recovery techniques in cases of communications failure. Capability for officers to complete the data transfer operation from a remote site by modem shall be provided. Units should have a PCMCIA slot that must support additional data storage and connectivity of peripheral equipment such as printers, cellular modems, or bar code readers. The PCMCIA shall be easily accessible to the user of the system.

Data Export/Import

The software must be capable of creating file formats that readily facilitate and accommodate data import/export between all aspects of the parking management system and external agencies

(4.37.9) Development of Additional Applications or Enhancements

The Vendor may also be required to develop additional applications or enhancements to the hand-held system. These may include, but are not limited to, parking meter inventory data, enforcement route surveys and turnover studies, field investigations and data collection on missing signage or road conditions, and customer service information such as maps for tourists to popular attractions in the City.

Reporting Including Ad Hoc Capabilities

The HHD and system shall provide a wide variety management reports, in electronic and hard copy form as specified by the City, on an individual user basis, user group basis or other basis according to the data components captured, for analysis and activity reporting. The Vendor shall provide a centralized ad hoc reporting server and database. The Vendor shall ensure that hand-held and base station generated data is in a format available for ad hoc analysis at the desktop level (i.e., the data can be accessed and extrapolated by all authorized networked PC users). Issuance data shall automatically update the ad hoc reporting server and database. The database shall be accessible from any PC workstation connected to the network. The Vendor shall provide a user-friendly, operationally efficient ad hoc reporting writer and query tool, which allows users to perform ad hoc queries based on any available data fields for any date range. The query

tool must allow data to be sent to a printer, file, or screen display. The Vendor shall provide a database dictionary which describes each data field in the ad hoc reporting database by listing field names and their corresponding textual descriptions. Various report capabilities must be available from the system. By way of illustration, these reports would include an officer specific report of tickets written by location, time of day and violation type over a date range; a chronological listing of citations written by violation type, location and date range.

Security

The system must allow the creation of a profile for each individual user. This profile must specifically detail the access rights and security privileges as defined by the system administrator. At a minimum, there must be three levels of password protected user logins -- 1 for officers, 1 for supervisors and 1 for an administrator with ability to configure devices. Access levels should include the ability to specify read only access, ability to insert records, ability to edit records, ability to delete any record, ability to delete only your records, and no delete capabilities whatsoever. The system must also provide a complete audit trail of every modification or transaction executed by a particular user.

(4.37.18) Ticket Information to be Captured by HHD (to include but not limited to)

The following basic information will be stored in the hand-held device:

- Unique ticket number (mod formulation to be determined by City)
- Issue date (automatic entry)
- Issue time (s) (time of issuance via automatic entry)
- State
- Registration number and/or VIN#
- Plate Color
- Plate Type
- Vehicle Make
- Vehicle Color
- Vehicle Type
- Location
- Parking meter number
- Route
- Division (automatic entry)
- Zone (15min, 30min, 1hr, etc.)
- Issuing Officer Name
- Issuing Officer Badge Number
- Violation Identification Code and Phrase (s) with possible additional description

- Fine Amount
- Officer Notes

(4.37.19) HHD Capabilities for Turnkey System (to include but not limited to)
Extensive scrollable comments/history field

The software shall be capable of recording information on infractions and printing of Parking Tickets and other data as required (i.e., informational maps).

Use of system/login information to auto-fill fields such as Date, Time, User ID /Officer number, routes, initials, etc.

Simple prompts to enable officer to enter ticket information. Data entry should be intuitive and at no time during citation entry must the officer memorize codes for data entry; all entries must be selectable from a list or menu and follow a logical system flow. Use of alpha-numeric search for look-up and selection.

Include means of tracking vehicles in a Timed Zone (and advise officers of vehicles in violation). The application must keep track of the original time the vehicle is ‘timed’ and record it on the ticket.

Ability to download scofflaw information to hand-held citation units and link/identify a vehicle as a seizure eligible scofflaw. Ability to automatically search databases containing plate numbers, then instantly alert the officer to habitual offenders, stolen vehicles, or exempt vehicles. The appropriate message is displayed on the screen allowing the officer to take immediate action by notifying the Tow Lot Base Station for towing or other special handling. The message may also be audible, alerting the officer to the vehicle’s scofflaw status.

Ability to download Resident Permits and associated vehicle registrations and link vehicles on the street to permit numbers. Ability to search databases containing newly cancelled/expired or issued parking permits.

Listing of all prior citations and ability to display any previous citations within a given time range, such as 24hrs, 72hrs, 5 days, etc.

Allowing additional descriptive information to be entered for qualifying the “Location” field.

Allowing manual data entry to supplement the selection in some fields.

A selection made in a primary field such as an Offense to trigger automatic updating of dependent fields (e.g. meter violations require meter numbers).

Ability to change the status of a citation including an auditable void function and reason for void, however, this will be ID dependent.

Ability to track all changes and adjustments made to a record to a specific individual, date and time.

Be able to restrict full data edit and delete capabilities only to authorized individuals.

Ability to scan bar codes or RFID tags for Resident Permits, Inspection Stickers, etc..

Ability to transmit by Radio Frequency any of the data captured by the HHD’s.

The software must allow the supervisors to select whether the license plate must be entered twice in the field for confirmation and reduction in data entry errors.

Where plate number is not available, providing alphanumeric field for (VIN #) information.

Provide an area for recording comments (public/private).
User confirmation prior to printing.
Ability to change the data entered into the hand-held device before printing.
OCR and/or Barcode printing of the ticket number.
OCR and/or Barcode payment processing of hand-held device produced tickets
Ability to reprint any ticket or data.
Ability for the user to record that a ticket was issued but was not served.
Ability to house camera, take and record digital pictures for capturing, transmitting and storing such pictures in the appropriate systems for retrieval and documentation of the tickets, plates, vehicles, signs and additional images required to be captured.
The Vendor shall provide training for parking enforcement personnel relative to image capture. All images shall be date/time stamped.
Ability to house and have GPS (Global Positioning System) capability for the purpose of tracking handheld units.
Hardware for this purpose should be included in the unit at time of purchase so that this option feature could be activated, if and when the City desires to use this technology.
Handheld issued citations determined to be void by the BTD shall be excluded from billing by the Vendor. The Vendor's billing software shall be capable of reflecting the accurate count of void hand-held issued citations and billing records submitted to the City shall reflect this count.

(4.37.20) Other Requirements

1) Software

The software must conform with the City's system specifications for the location. The software must conform with the City's system specifications for the Parking Enforcement Log-In-Table. The software must conform with the City's system specifications for the Meter Number Table.

2) Physical/Environmental Characteristics

The unit must be capable of being stored without damage within the temperature range of -40 to 120 degrees F.

Hand-held device must be lightweight. (including batteries) to avoid user fatigue. It must be possible for the average person to hold the system unit easily in one hand for extended periods of time.

The hand-held device must be waterproof and dustproof and capable of withstanding repeated drops to concrete from a height of 3 feet.

3) Processor & Memory

The hand-held device at a minimum must have sufficient Static RAM memory.

Unit must have the ability to be upgradeable.

The system processor must function with sufficient MHz.

4) Operating System

Standard operating system such as WINDOWS, Win CE, Windows Mobile or Palm OS.

5) Keyboard/Screen

Proposed machines will be evaluated for interface quality. While it is not possible at present to define quantitative specifications for these characteristics, they are of substantial importance to the usability of the product. In particular, the interface must encourage efficient navigation within the application.

It must be possible to utilize the interface while wearing winter gloves in cold weather, without inadvertently hitting any other key.

Interface must offer tactile and/or audible feedback.

The display screen must be a backlit, shock-resistant, liquid crystal screen and support at least 160X160 pixels with a backlit display with adjustable font sizes. Displays should provide crisp characters that are easy to read. Display should not reflect glare from overhead lighting or other light sources. The display must be non-fatiguing so that it can be used for an extended period of time without eye discomfort to the operator. Where applicable multiple Enter/Return Keys for ergonomic/left handed users.

6) Printer

Unit must permit the use of an integrated printer that physically is part of a one piece HHD.

The printer must be fully compatible with the hand-held device and the Parking Enforcement Software.

The unit must be capable of being stored without damage within the temperature range of -40 to 120 degrees F.

The print head, connectors, and electronics must be sealed to protect against moisture.

The printer must be unaffected by humidity. Printer must be capable of printing in the rain.

The field printer must be capable of printing an official looking form.

The printer must be capable of printing enlarged, emphasized, and condensed characters; sideways and upside down fonts; and programmable graphics.

The printer must be able to print machine-scannable bar codes and other characters, such as OCR.

The ticket design and print layout shall allow for the minimum print speed.

The print speed must be such that an 8-inch form can be printed in 20 seconds or less.

The image printed onto the form must remain legible and not smear when the form becomes wet.

Ability to print on coated/waterproof paper.

7) Tickets/Printer Supplies

Providing all paper and envelopes and any other supplies to render hand held devices fully operational for the duration of the contract entered into pursuant to this RFP. A waterproof envelope, used by the public to remit payment or to send a dispute, will accompany all issued violations. Envelopes will be of a color and size specified by the City. The envelopes will include an address to

a Post Office Box with barcode, an area for a return address and an area for a postage stamp.

The Vendor shall identify a minimum of three (3) suppliers of paper and envelopes. The City may also require the Vendor to disclose the cost of such items.

8) Training

Provide an appropriate amount of on-site training for employees at time of implementation.

Offer follow-up training 10-12 weeks after software installation.

Provide on-site ongoing refresher training at intervals determined by the City.

Provide skill/user specific-training for new-hire Parking Enforcement Officers, existing officers, supervisors, and City administrators.

9) Handheld Units for Tow Truck Drivers

The Vendor shall supply Ruggedized Handheld units for Tow Truck Operators for the purpose of photographing vehicles in the field before towing, for damage control documentation and relationship to the vehicle being parked with regard to the posted violation. The Vendor shall develop an electronic form to replicate the current Vehicle Condition Report (VCR) and the appropriate software development to facilitate issuance of the VCR relative to towing policies. All appropriate timestamps to document the towing procedure and events shall be recorded. Upon arrival at the tow lot, information shall be wirelessly transmitted to the Parking Management Boot & Tow subsystem and the appropriate records updates made. Images shall be stored and catalogued to the appropriate record. An electronic form of the VCR shall be associated with the record that will also be printed for further processing of the towed vehicles. The printed forms will be bar-coded to ensure accurate processing and completion of records, and shall include the necessary and corresponding information and timestamps. The printed form will have the capability to print the appropriate corresponding images. Information captured shall be populated in the Vendor's Parking Violation System.

Maintenance Contract

The Vendor shall provide access to a staffed Help Desk Call Center to report a problem from 6:00 am to 7:00 pm Eastern Standard Time, 7 days a week (this time is subject to change if the hours of enforcement are changed).

Turn around time of 48 hours for replacement equipment; if repair is longer, new and fully configured HHD's ready for service upon receipt.

Maximum response time of four hours for support calls placed or by 7:00 pm EST.

Software upgrades shall be scheduled at an operationally and efficient time and approved by the City.

The Vendor shall provide a schedule for preventative maintenance by manufacturer or certified technician (minimum twice yearly).

Warranty

The Vendor shall supply, through the manufacturer, a standard manufacturers (12 month) warranty covering all Parts and Labor for all hardware and software proposed. In addition, the Vendor shall provide a maintenance agreement , from the manufacturer, for the life of the contract with terms, pricing and repair/replacement of units that are defective, subject to the Cities selection/approval. Such maintenance agreement shall cover the life of the product and all parts and repairs. The Vendor shall be responsible for shipping charges on all hardware and software covered by the warranty.

Documentation

A pre-installation visit is required to determine site preparation requirements for implementation and training. The results of this visit should facilitate an accurate timetable for total implementation in terms of time, cost, and other variables. The following documentation must be available at the time of delivery/contract execution:

- Technical reference manual, which describes in detail all of the hardware. The manual must include a general description of major components of the system. The technical manuals must be published by the original equipment manufacturer. Any third party components must also be documented to the same level of detail and included as appendices in the technical manual. The manual must be available in English.
- A minimum of two operator/user manuals which consists of at least the following:
 - User and reference materials for all hardware/software options.
 - Documentation for power and environmental requirements.
 - Reference manuals for diagnostics and power-on self-test.
 - Complete installation instructions and configuration description.
 - Complete preparation and packaging instructions for shipping and transport.

Technical Support & Development

The Vendor shall provide on-going technical support and problem solving as needed throughout the life of this contract.

The Vendor shall work with the City in the development of Geographic Information System (GIS) applications for the hand-helds and other associated databases.

Environmental Issues at the Tow Lot Facility

The Vendor will be responsible for site preparation including installation of, at a minimum: networking communications, base stations, docking stations, report printers, electrical power supply and surge protection, coolant units, etc. Base stations/docking stations shall be fully functional when installed and require minimal training, for City staff to maintain and operate. The Vendor shall be on-site for daily uploads/downloads and charging as required to ensure optimal system performance.

(4.37.26) Additional HHD Requirements

The Vendor must submit a design document describing hardware and software specifications prior to system implementation.

Such devices shall have an ergonomically correct carriage and operation by left or right-handed personnel and must include a carrying strap or other device to minimize fatigue.

The screen must be clearly readable in direct sunlight and after exposure to direct sunlight.

The display keys must have sufficient automatically adjustable lighting to facilitate use after dark and whenever low lighting conditions exist.

Such devices shall include a real-time standard clock to provide date and time stamps for all operational functions.

Application software shall use the computers real time (standard) clock to provide date and time stamps for all operational functions including vehicle registration number observations, over-timing of vehicles at meters and for time-based observation for ticket issuance. The internal clock shall be synchronized on a daily basis with the host pc.

The application must automatically synchronize the date and time between base station(s) and hand-held devices on a daily basis.

The system must automatically adjust to daylight savings / standard time changes without any manual intervention. Daylight savings / standard time changes shall be automatically reflected on all hand-helds.

The Vendor shall state maximum battery charge times.

The Vendor shall state maximum download and upload of data times and shall indicate if such data transmission can be accomplished simultaneously with battery charging and other application synchronization functions (i.e., update of violation codes, fine amounts, etc...).

The Vendor shall provide documentation to substantiate any field test claims relative to hardware proposed.

The ticket number must print on the ticket in a scannable format for processing through high-speed TRP devices.

Ticket paper stock must be highly durable such that the OCR-A scan line on tickets produced and processed through the US Post Office (i.e., mailed through the US Post Office, in envelopes approved by the City for use at point of issuance, and received at the lockbox processing facility) can be successfully read and the tickets processed through the Vendor's automatic payment processing equipment located at the Vendor's lockbox processing facility without any equipment (payment processing equipment) adjustment required. The Vendor shall submit acceptance testing documentation to substantiate fulfillment of this requirement.

Ticket numbers shall print in an OCR-A readable and landscape format.

The Vendor's hand-held application shall accommodate preprinted and free form printing.

The hand-held device application shall generate the issuing officer's signature or like authentication as determined by the City, and badge number on each ticket.

A group mode function shall be provided for situations in which automated repetition of data for multiple violations in the same location or for the same violation can hasten the issuance process.

The hand-held device application shall accommodate incident and trouble reporting, in the field, such as broken parking meters, missing signs, etc... and shall accommodate the daily reporting of such information.

The hand-held device application shall provide the ability for officers to record drive-off violators.

The Vendor's system shall provide an end of shift summary printable by each officer on such officer's hand-held device, and shall include at a minimum the date worked and total tickets issued.

The Vendor's hand-held application shall accommodate the entry of both private and public comments.

The Vendor shall provide written revised documentation for all hardware and software updates and enhancements including changes to peripheral equipment and supplies (i.e., violation code and amount changes, changes to batteries, carrying straps, docking stations, keypads, etc...).

The Vendor's base station application shall generate confirmation that all data transmitted has been accounted for and successfully transferred from the hand-held device to the base station(s) after each transfer action. Exception reports must be generated and correction procedures must be described.

The base station application shall accommodate transfer of updated files and software revisions from the base station to the hand-helds.

The Vendor's application shall accommodate entry at the base station of data from hand written tickets and data entry procedures for such functionality shall be provided by the Vendor.

The Vendor's application shall accommodate entry at the base station of officer status information for, at a minimum, officers not in the field.

The Vendor's application shall generate a hand-held inventory tracking log which tracks, at a minimum, devices in use, devices sent for repair, devices lost, devices stolen, and the corresponding date of each event and return to service or replacement date.

The Vendor's application shall provide for easy back up and restoration of data based on user-defined parameters.

The Vendor shall produce on a daily basis a transmission report to substantiate successful transmission of hand-held data to the Vendor's core parking violation system.

The Vendor's application shall automatically (unattended) scan for the presence of hand-held devices placed in cradles and when detected automatically upload ticket data from the hand-held devices to the base station(s) and download to the hand-held devices from the base station(s) any updated information or updated operational software.

(4.37.27) Submission of Hardware Proposed

Prospective Vendors shall be required to submit for hardware evaluation purposes, the hand-held device(s) as proposed in response to the City's Parking Violation / Parking Management Information Services System Request for Proposals (PVPMISS RFP). Proposers may propose up to three (3) different devices and shall therefore submit one unit for each hardware platform proposed. Such device(s) shall be plainly packaged and labeled with identifying Vendor information.

Such device(s) shall be the exact hardware configuration as described in the Vendor's proposal and shall be accompanied by the manufacturer's specifications. Vendors shall indicate if the hardware proposed is a different generation (i.e., newer or older model unit) hardware than submitted for evaluation purposes and clearly note any device discrepancies as well as provide an explanation for the submission of such device(s).

Vendors shall submit operating instructions for each device.

Such device(s) shall be accompanied by fully functioning batteries. Vendor's shall note if such batteries are new or reconditioned.

Such device(s) shall be accompanied by paper such that sample tickets can be produced. The Vendor shall note if such paper is not the paper proposed in the Vendor's proposal for use with the device as proposed for the City.

Such device(s) shall contain a full alphanumeric keypad with at least forty (40) keys including separate alphabetic (A-Z) and separate numeric (0-9) characters plus appropriate function keys and character symbol keys such that license plate characters (i.e., asterisk, plus sign, etc...) can be easily entered with minimal multiple or simultaneous keystrokes required.

Such device(s) shall be accompanied by a carrying strap or case to facilitate actual field-testing operability.

The Vendor shall note if the device is designed for right or left hand use, if applicable.

The City currently utilizes Politess X600 devices, manufactured by Schweers Inc. for this application.

The hardware proposed for this application shall be comparable to the devices currently in production in terms of device specifications available from Schweers, for this product and in terms of features, functionality, durability, user-friendliness and docking procedures for upload and download of data and battery charging.

The Vendor may provide a list of additional hardware that is capable of supporting the Vendor's hand held ticket issuance application, if applicable.

(4.37.28) Supervisory Application and Capabilities

The Vendor shall provide a Supervisory application as part of the Vendors Hand Held Ticket Issuance application. Such Supervisory application shall include the capability for BTED Enforcement Supervisor personnel to effectively and efficiently monitor and track issuance activity and data for officers assigned to such supervisors. This shall include field monitoring of ticket issuance activity on a daily basis during shifts whereby tickets may be issued with such data resident on the Hand Held but not yet updated to the core

Parking Violation System. Such ticket data shall be transmitted, preferably wirelessly, to a supervisory application and device in an efficient and effective manner in order to provide supervisor personnel with real-time ticket issuance activity. The Vendors Supervisory application shall provide the capability for supervisors to view ticket data in various modes, i.e., ticket facsimile view, as well as inspection of ticket data for accuracy and completeness. The Vendors Supervisory application shall include the capability to record and log supervisor activity for subsequent reporting purposes, in terms of, for example, how many tickets supervisors “check” during each shift, etc... System quality control features shall be provided such as verification of Hand Held Ticket Issuance application system edits and data tables.

Such data shall be viewable on a portable or tablet/lap top device via a viewing screen no less than 8”x10”. The Vendor shall provide a minimum of thirty (30) such devices. Printing capability shall also be provided in an optimally efficient and effective manner.

The Vendors Supervisory application shall include the capability to produce activity reports in the field for analysis purposes. Such reports shall complement activity and analysis reports outlined elsewhere in this document. Hardware proposed for this application shall be subject to the performance standards described elsewhere in this document. The Vendor shall be responsible for installation and maintenance of any vehicle-mounting devices necessary to secure units in mobile patrol vehicles as well as any vehicular modifications necessary to accommodate the efficient and effective operation of such devices and application.

4.38

DOCUMENT IMAGE PROCESSING AND WORKFLOW SYSTEM

(4.38) DOCUMENT IMAGE PROCESSING AND WORKFLOW SYSTEM

(4.38.0) Document Image Processing and Workflow System

The City requires a document image processing and workflow system for document storage and retrieval and workflow management (with the emphasis on workflow management). This document image processing and workflow system shall be fully integrated with all systems and subsystems of the Vendor's PVPMISS.

(4.38.1) Document Input / Scanning

All lockbox received parking ticket related correspondence will be imaged at the lockbox processing facility by the Vendor. The Vendor's scanning device(s) must accommodate at a minimum, correspondence items which will likely contain two or more pages containing typed, machine printed or handwritten text (frequently two-sided), of various sizes, weights, colors, etc., as well as photographs or drawings which will require imaging. The envelopes which contain correspondence must also be imaged in order to capture the postmark date of the correspondence. Correspondence is also frequently enclosed inside actual parking tickets, therefore, some parking tickets received at the lockbox would require imaging. Correspondence received via internet (i.e., the City's or an approved vendor's website) must be available in the Document Image Processing & Workflow System.

Additional documents, such as disposition forms, refund forms, and correspondence received at City Hall, shall be imaged by the City at the City's OPC location.

Note: The Vendor shall also scan original "paper" manually issued parking tickets such that said tickets shall be available via the Vendor's Parking Violation System.

(4.38.2) Document Batching

Correspondence received and imaged at the lockbox shall be batched as follows: correspondence shall be opened, batched and counted. The correspondence is separated into batches of 1)correspondence received in the parking ticket mailer documents (tickets), and 2)correspondence from all other documents (other). These items are then counted and the counts reconciled to the total items received.

Documents shall then be grouped into batches of 10 items per batch with Scanning Separator Pages between each item within each batch. (For workflow processing management, correspondence from tickets [tickets] and correspondence from other documents [other] shall remain separated for batch scanning purposes. Therefore, items scanned as 'tickets' shall be available via the 'ticket' queue and items scanned as 'other' shall be available via the 'other' queue.) Each batch shall, as the first item scanned, contain a Batch Control Sheet indicating the scanning location, batch date (which shall be the scan date), batch count, batch number, output queue and person performing scanning.

It shall be the Vendor's responsibility to verify and ensure that items scanned are scanned properly and that batch update count and information matches output/system update information when the scanning process is completed. The Vendor shall maintain a record of control logs and make such logs available to the City. It shall be the Vendor's responsibility to verify and ensure that each page scanned is legible and

scanned such that items are, for example, 'right side up', not folded or otherwise distorted in the scanning process or as a result of the scanning process. It shall be the Vendor's responsibility to verify and ensure that items received via internet are properly available with all required information in the Workflow System.

Correspondence scanned at the lockbox or received via internet shall be available to the City in the Vendor's workflow processing system the same day. The original correspondence scanned shall be forwarded to the City within 12 hours, batched as scanned. Correspondence received at the lockbox requiring scanning shall be scanned within 12 hours of receipt of such correspondence at the lockbox.

The Vendor shall have the capacity to process at a minimum 300 - 500 documents of correspondence each day; each piece of correspondence consists of approximately 3-5 pages.

Correspondence received directly at OPC shall be scanned as described above with City staff performing batch control functions. Correspondence received directly at OPC that represents additional correspondence for existing cases shall be immediately indexed as part of the scanning process, to the appropriate ticket or tickets and added to an existing case. Correspondence scanned at OPC shall, by 7:00 AM of the following workday, be available to the City via the Vendor's workflow processing system.

(4.38.3) Document Storage and Workflow Processing System

Correspondence scanned at the lockbox or received via internet shall be available to the City in the Vendor's workflow processing system the same day. The workflow processing system shall assign work to users based on processing requirements and priorities established by City OPC supervisors and managers.

OPC staff will process correspondence via access to predetermined input queues. For example, some staff shall have access to the 'ticket' queue which will contain lockbox scanned or OPC scanned correspondence from tickets, but may not have access to the 'other' queue which will contain lockbox, OPC scanned, or internet correspondence from other mail. OPC staff will then read the electronic image of the correspondence, index it to the appropriate ticket or tickets creating a case, update the name and address if necessary (name and address shall automatically default to the PVPMISS name and address unless updated by the user), determine what actions or what claims processing correspondence, suspend or disposition code should be assigned to the case, and automatically as a result of the code entered, move the case to a post processing queue. As part of this workflow processing system, the Vendor shall provide the capability to simultaneously access and view all PVPMISS systems and subsystems, on-line, real-time via a user-friendly operationally efficient and effective manner. Further, such access shall be fully integrated between the workflow processing system and all PVPMISS systems and subsystems such that the imaged documents can be accessed and updated at the parking ticket level on the PVPMISS by general system users. Updates performed to the parking ticket via the workflow processing system shall be reflected at the parking ticket level on the PVPMISS the same day.

(4.38.3.1) Screen Capture Capability

The Vendor shall provide the capability to capture PVPMISS system and subsystem (including MASS RMV UMS database data) screen data to a workflow processing

system imaged case and retain this data as an 'imaged' document. Normally, three to four PVPMISS screens will be captured for each case.

(4.38.4) Correspondence Processing Queues

Correspondence scanned at the lockbox or received via the internet and at OPC shall be available for processing in workflow queues determined as a component of the batch set-up process. For example, correspondence received in the ticket mailers shall be scanned to the 'ticket' queue, correspondence received in any other envelope shall be scanned to the 'other' queue, and correspondence may also be scanned to any other valid output queue specified.

The Vendor's correspondence workflow processing system shall provide access to imaged documents via batch, which would contain entire batches of documents, or via individual ticket.

The Vendor's workflow processing system shall provide the capability for City staff to fully process the correspondence and, via the workflow system, update the PVPMISS ticket record with the appropriate correspondence processing suspend or disposition code. Upon entry of the correspondence processing suspend or disposition code, the 'imaging case' shall be routed to the appropriate post processing output queue such that the 'imaging case' is available via that output queue. This action of rerouting the imaged case to the post processing output queue shall be accomplished as a fully automated component of the disposition or suspend correspondence processing code entry. For example, entry of a disposition code of 72 which schedules a ticket for dismissal, shall automatically and without additional screen toggle or keystrokes, route the case to the post processing dismiss review queue. Subsequently, a supervisor shall have access to the dismiss review queue which shall contain the code 72 case, and may then approve the dismissal action, deny the dismissal action or otherwise recode (and hence reroute) the 72 case.

The Vendor's workflow processing system shall provide access to rerouted correspondence in the appropriate post processing output queues the same day following initial processing.

The Vendor's correspondence workflow processing system shall provide the capability to, based on City processing code-specific guidelines, record correspondence disposition or suspend processing codes in the workflow system without performing the appropriate PVPMISS code-specific action until the ticket is subsequently updated with such disposition code(s) from a post processing review queue. For example, in the case of the code 72 dismissal above, the initial processing and workflow entry of the code 72 would not cause a PVPMISS update of the ticket to a dismissal until approved by the supervisor via the post processing dismiss review queue. Other, more general correspondence suspend codes would, however, produce a PVPMISS code-specific action upon initial workflow entry. An example of such a code would be a code 35 denial which would initiate a letter to the registrant indicating that the City is unable to dismiss the ticket in question.

The Vendor's workflow processing system shall, in a fully automated manner and without additional screen toggle or keystrokes, reflect all workflow entered suspend or disposition correspondence processing codes at the ticket level in all PVPMISS systems and subsystems in accordance with City processing guidelines. Such data shall be updated by 7:00 AM of the next workday following initial processing (i.e., codes data entered on Monday shall be reflected in the Vendor's PVPMISS systems and subsystems by 7:00 AM Tuesday). This PVPMISS systems and subsystems update shall, in a fully automated manner and without additional screen toggle or keystrokes, produce the code appropriate suspend or disposition correspondence processing system action (i.e., dismiss a ticket, send a correspondence letter, suspend and place a ticket on hold, etc.).

(4.38.4.1) Correction Capability

The Vendor's workflow processing system shall provide the capability for authorized supervisory City staff to perform corrections to workflow entered correspondence processing codes such that corrections performed on the same workday as the initial processing shall be updated to the workflow processing system and all PVPMISS systems and subsystems. All corrections entered in this manner shall 'overlay' and 'back-out' any previous action and all processing activities described in this document shall occur based on the corrected processing code(s).

(4.38.5) Hearing Processing

The Vendor's workflow processing system shall provide the capability for City staff to schedule, conduct and review parking ticket hearings on one or multiple tickets. This capability shall be provided for both scheduled and unscheduled/walk-in hearings. The Vendor's workflow hearing processing system shall provide the capability for City staff to view all images associated with a hearing case, capture PVPMISS system and subsystem screen data, update registrant name and address data, record a disposition code for each ticket involved, record comments, print a disposition/voucher (hearing outcome) form, and route the entire hearing case to the supervisory review queue. The results of the hearing shall be reflected at the ticket level in the Vendor's PVPMISS systems and subsystems only after being processed in the supervisory hearing review queue; this review will either approve the hearing code(s) entered or deny the hearing code(s) entered. The Vendor's PVPMISS systems and subsystems update shall, in a fully automated manner and without additional screen toggle or keystrokes, produce the appropriate suspend or disposition hearing action and reflect such data by 7:00 AM of the next workday following supervisor data entry via workflow of the hearing code.

(4.38.6) Tickets Not-On -Line

(4.38.6.1) Workflow Correspondence Processing

The Vendor's workflow correspondence processing system shall provide the capability to process correspondence related to parking tickets not yet available in the Vendor's PVPMISS (such tickets are tickets which have not yet been submitted by the issuing agencies for data entry to the PVPMISS). The Vendor's workflow correspondence processing system shall provide the capability for City staff to, via the workflow processing system, enter ticket number and amount due, index the correspondence, process the correspondence to the extent possible as described earlier in this document via entry of a correspondence or disposition suspend code, and route the imaged case to a 'holding queue' whereby NO PVPMISS ACTION on the ticket would take place. The Vendor's correspondence workflow system shall, within 24 hours of data entry and update of the ticket to the PVPMISS (i.e., after the ticket is turned-in by the issuing agency and updated to the PVPMISS), in a fully automated manner and wholly without City staff involvement, route the imaged case to the 'Now-On-Line' queue. All images associated with each ticket in such cases shall be available via the imaged case in the 'Now-On-Line' queue. The workflow processing system shall display the correspondence disposition or suspend code initially entered and provide the capability for City staff to process the correspondence as described earlier in this document and to change or apply such code(s).

The Vendor's workflow processing system shall, in a fully automated manner and without additional screen toggle or keystrokes, reflect all workflow entered suspend or disposition correspondence codes at the ticket level in all PVPMISS systems and subsystems in accordance with processing guidelines established by the City. Such data shall be updated by 7:00 AM of the next workday following processing (i.e., items entered on Monday shall be updated by 7:00 AM Tuesday).

(4.38.6.2) Workflow Hearing Processing

The Vendor's workflow hearing processing system shall provide the capability for City staff to conduct and review walk-in hearings for tickets not yet available in the Vendor's PVPMISS (such tickets are tickets which have not yet been submitted by the issuing agencies for data entry to the PVPMISS). The Vendor's workflow hearing processing system shall provide the capability for City staff, via the workflow system, to enter ticket number and amount due and conduct the hearing as previously described in this document.

(4.38.7) Scanning Additional Documents to Existing Cases

The Vendor's scanning processing system shall provide the capability for City staff located at City Hall to scan correspondence documents to pre-indexed existing image cases. Such documents may, for example, include evidence presented at hearings or documents requested by City staff to complete processing of disposition transactions, such as vehicle repair receipts to substantiate disabled vehicle claims. Documents scanned through this Scan Additional process shall be available as imaged documents in the preexisting image case(s) by 7:00 AM of the next workday following scanning (i.e., items scanned Monday shall be available in the document image processing and workflow system by 7:00 AM Tuesday). Such scanning shall include color and duplex images.

(4.38.8) User-Friendly Operationally Efficient and Effective System

The City requires that the Vendor's Document Image Processing and Correspondence Workflow System be user-friendly and operationally efficient and effective. Processing buttons, keystrokes and screen toggle must be kept to a minimum. Screen refresh rates must be optimized and layouts and menus must be user-friendly. For example, selection of a disposition button shall display a menu of available disposition codes in numerical order with brief text descriptions. Further, selection of a particular disposition code shall display a confirmation of such selection as well as the appropriate post processing output queue for the code selected. Application of the selected code shall automatically and without additional screen toggle or keystrokes, cause the next item in the queue being processed (worked) to be displayed. When all items in the queue have been processed, the system shall display this message to the user. Also, the Vendor's workflow system shall provide the capability for City staff to view a list of documents / tickets in each queue and to select a case to view and process. Imaged documents must be displayed in a user-friendly, operationally convenient, efficient and effective manner. OPC staff must, with no or minimal document manipulation, be able to read the electronic image of the document on imaging specific (21" or larger viewing area) monitors. OPC staff must have the capability to manipulate imaged documents in terms of size and position and be able to scroll or otherwise easily move or view multiple or different pages contained in one imaged correspondence record. OPC staff must have the capability to view PVPMISS systems and subsystems simultaneously with imaged documents and workflow processing instructions.

(4.38.9) Multiple PVPMISS Sessions

The Vendor shall provide access to, display of and screen capture of, at a minimum two simultaneous PVPMISS sessions; one of which shall be for access to the Massachusetts RMV UMS database and the other(s) of which shall be for access to the Vendor's PVPMISS systems and subsystems (i.e., general processing).

(4.38.10) System Security / User Access

As discussed elsewhere in this document, system access and processing capability shall be provided via City defined user profiles. For example, the City may require that some users receive access to only certain input and output queues. The Vendor's document image workflow processing system shall provide user-friendly, operationally efficient and effective system access. The Vendor's workflow processing system shall provide the capability to easily modify user profiles and to add and delete users according to City specifications.

(4.38.11) Reports

The Vendor shall provide all management and operational reports required by the City.

(4.38.12) Equipment, Service and Communication

The Vendor shall be responsible for all hardware devices (i.e., file servers, tape drives, gateways, jukeboxes, scanners, hubs, routers and DSU's) regardless of location (Vendor or City Sites), including installation and maintenance, all software including workflow management applications, all interface applications to the Vendor's systems and subsystems and all communications networks necessary to meet the City's requirements relative to document image processing. Additional PVPMISS network capability and other equipment, service and supply requirements are described in Section 4.21 of this RFP.

(4.38.13) System Uniformity

The Vendor's workflow processing system shall be standardized for all system users such that the identical system software for all components of the Vendor's system(s) is utilized by all system users. Following adequate system testing, system and software enhancements shall be uniformly introduced to all system users.

(4.38.14) Code 35 Response via Web

Code 35 notices are sent to customers who have disputed tickets, which the City has determined, cannot be administratively dismissed.

The Vendor will provide a link between workflow and the Web, giving the customer an option of updating a code 35 notice to a code 20 notice (Scheduled Hearing), or making payment via the Web. All 35 notices being updated to a 20 must generate a response via e-mail confirming a hearing request received and giving the customer a date and time of their scheduled hearing.

All data must generate reports for supervisory review.

(4.38.15) Data Adjustments / System Problems

The Vendor's imaging system will have the capability of processing Data Adjustments/System Problems through a connection with the Vendor's core parking violation system.

Data Adjustments are scanned correspondence received at the City concerning parking ticket errors. There are three main categories of adjustments. Ticket errors (Wrong plate #, Zone adjustment, etc.), Payment reapplication (Payment applied to incorrect violation) and Incorrect Owner (Wrong registrant name/address). Each category of adjustment shall have a distinct designated code in the Vendor's core parking violation system.

A correspondence staff member will choose the type of adjustment to be done, from the categories listed above (via a drop down box). He/she will route all scanned documentation for a particular piece of correspondence, as well as, all parking violation system and RMV system screen scraped data and any additional scanned images they may need to add to the workflow queue designated for this purpose.

A supervisor will review the documentation and perform the adjustment in the vendor's core parking violation system. All records and images are then sent to a Done Queue, to be retained for immediate access for a period of ninety days.

(4.38.16) A-9 Letters in Workflow

The Vendor's imaging system shall provide the capability for correspondence staff to process A-9 transactions from workflow.

So-called "A-9 transactions" are letters sent to customers requesting additional information be forwarded to the City for the purpose of resolving ticket disputes.

A correspondence staff member will process these "A-9 transactions" from workflow and route original correspondence, along with the proposed A-9 transaction letter to a supervisor for review and release. The supervisor will retrieve the correspondence from the review queue and approve the letter to be sent. This will initiate an update in the Vendor's core system based on a system code.

A-9 transactions processed via workflow in the Vendor's core system would generate case numbers for reference purposes. All case numbers would be available for review.

(4.38.17) Resident Permit Renewals via Workflow

The Vendor's imaging system shall provide the capability for correspondence staff to process Resident Permit Renewals via workflow.

Resident Permit Renewal applications are sent to valid permit holders, currently every two years. Residents may submit applications via mail, received at the Vendor's lockbox facility, City Hall or via internet. Applications received via the Vendor's lockbox shall be scanned according to the scanning requirements set forth in this document, and shall be made available to the City via a specified processing queue in the Vendor's Document Image Processing & Workflow System. A correspondence or Resident Permit Division staff member will process Resident Permit Renewals from

workflow via the Resident Permit Parking System. Applications which are not approved shall be processed in accordance with the specifications set forth in the Resident Permit Parking System and initiate generation of correspondence to such customers.

Resident Permit Renewal applications received via internet shall be made available to the City for processing via the Vendor's Document Image Processing & Workflow System as outlined above.

4.39

PRINTING OF PARKING VIOLATION TICKETS,
DUNNING NOTICES AND OTHER ITEMS AND
THE PROVISION OF ON-GOING SUPPORT SERVICES

(4.39) PRINTING OF PARKING VIOLATION TICKETS, DUNNING
NOTICES AND OTHER ITEMS AND THE
PROVISION OF ON-GOING SUPPORT SERVICES

(4.39.0) Introduction

This section of the RFP covers printed items that will be utilized by the PVPMISS Vendor, the City and the public during the course of the contract to be entered into pursuant to this RFP. Prior to this RFP, these items were procured via a separate contract. For this RFP these printed items shall be incorporated into the actual PVPMISS contract. Printed materials that will be utilized by the PVPMISS vendor, independent of the materials specified herein, shall be the direct responsibility of the selected proposer. A complete list of current tickets, forms and other items and their anticipated annual volume has been provided in conjunction with this RFP.

The responsibilities set forth in this section also include printing and forms consulting, inventory, warehousing, shipping and composition.

The enforcement of parking regulations is an extremely sensitive matter to the City of Boston. Parking tickets, forms and other printed items issued to, mailed to, or otherwise used by the public, by BTDO/OPC, and by the primary PVPMISS vendor must be accurate and of high quality. Any deficiencies can have serious negative implications for the public, the City and for the primary PVPMISS vendor.

Specifications and volumes of all printed materials will be contained in the Appendix of this RFP.

If the prime vendor utilizes a printing subcontractor that subcontractor will be identified with a detailed explanation of that contractor's experience in printing Hand Written Parking tickets and the other items. A minimum of five (5) years of printing the required items is necessitated.

Any errors in tickets or processing errors and problems due to ticket printing and construction may result in the immediate termination of these services as provided by the prime vendor or the prime vendor's printing subcontractor.

Samples of the two versions of the handwritten parking tickets and all envelopes and forms will be distributed at the Mandatory Proposers Conference.

(4.39.1) Critical Nature of Hand Written Parking Tickets

Accurate, high quality hand written parking tickets are critical to the operations of BTDO/OPC. Currently approximately 90% of the parking tickets issued by the City of Boston are generated from the Hand-Held ticket writing devices. Thus, an estimated 10% of the tickets will continue to be hand written by Boston Police, other agencies

and some BTD employees. These handwritten tickets will continue to be an integral component in the City's overall transportation management initiative. Parking tickets serve as the primary means of notification to motorists of a parking violation, providing important information regarding the violation, payment and appeal procedures.

It is essential that each parking ticket be correctly numbered and constructed exactly according to the specifications contained herein, completely free of defects. Duplicate or otherwise incorrect ticket numbers pose serious problems for the data processing system, the BTD/OPC and the public and will not be accepted. Overlapping, duplicate or incorrect ticket numbers directly impact the ticket processing and violator notification programs and severely compromise the credibility and integrity of the parking enforcement program.

Hand Written tickets must meet the following functional requirements:

- a) Tickets must be "weather proof" and durable in extremes of **temperature** and precipitation. As they are placed and remain on vehicle windshields for extended periods of time and are issued/filled out in the same extreme conditions.
- b) Tickets must be able to withstand handling by the recipient and the U.S. Postal service, as tickets are used to insert payments (usually checks and money orders) or correspondence and sent through the mail. The self-mailer must not become separated during the mailing and mail handling process.
- c) Tickets must be easily opened in such a way that the ticket number and essential data, as defined by BTD/OPC, are not damaged and the contents of the ticket envelope remain intact.
- d) Tickets must be processable by sophisticated and sensitive optical scanning machinery after opening with limited human intervention. The part of the ticket that is processed through the scanning machinery must not cause the machine to jam or suffer any other operational difficulties.

Variations of any kind from the approved specifications in the color, shape, size, weight, or construction will not be accepted. A defective ticket or a variation of any ticket of any one specification may cause the entire production run in which the defective ticket is contained be rejected at the vendor's expense. Printer caused errors with the parking tickets cannot and will not be tolerated and therefore must be avoided.

(4.39.2) Responsibility for Pre-Existing Inventory

At the start of the contract, July 1, 2010, pre-existing inventory levels should be approximately four to five months of stock for all items. The successful proposer shall assume **all** inventory responsibilities (and costs) for this material. The successful proposer will assume any cost of transporting this material to the successful proposer's warehouse site identified in their proposal.

4.40

TRAFFIC MANAGEMENT PERMITTING SYSTEM

(4.40) TRAFFIC MANAGEMENT PERMITTING SYSTEM

(4.40.0) Traffic Management Permitting Program

The City of Boston Transportation Department (BTD) is responsible for the issuance of construction, street occupancy, special event (i.e., parade) and valet permits. Administration of this program is currently provided by the Traffic Management Division of the BTD located at various locations in City Hall. Fees are charged for permits in this program.

(4.40.1) Traffic Management Permitting System

The Vendor shall provide a Traffic Management Permitting System (TMPS) for the Traffic Management Division of the BTD. The requirements for this system shall include, but are not necessarily limited to, the capability to:

- allow real-time data entry and printing of permits
- provide for the data entry, tracking and response to complaints
- provide for the data entry and tracking of accounts receivables including delinquent accounts
- provide for the data entry and tracking of warning tickets
- provide for the automatic system generated work orders for sign and meter changes
- provide for the recording of temporary regulation changes
- allow other units within and outside BTD access to TMPS information
- permits shall print at a location specified by the City which may be a location other than the primary user data entry site. Re-print capability shall be provided in a user friendly operationally efficient manner.

(4.40.2) Permit Issuance and Related Forms

The Vendor's TMPS shall provide for the on-line, real-time issuance, printing and tracking of permits and associated forms. The data entry screen utilized to record permit information shall closely resemble printed forms. The Vendor's TMPS shall provide data entry via the following:

data entry of new permits

update of existing permits (revise/renew/cancel)

copy existing permit data to new permits

export certain permit data to a City maintained and provided label printing application

(4.40.3) System Components

The on-line TMPS must accommodate, at a minimum, 7,000 to 10,000 construction and street occupancy permit files per year, mailing of 4,000 to 5,000 invoices and notices per year, 200 to 300 special event permits per year, approximately 1,000 warning tickets per year and 200 to 300 valet permits per year.

The system must allow access via location, firm name, permit number, date, district and valet operator (for valet permits only) for each distinct type of permit. Each permit file may include, based on type of permit, at a minimum, the following information:

firm name, and related data

a system assigned permit number; this shall be a unique number, with the first two digits being year, the next five digits being permit number and the last character being a revision/renewal number

location of permit including district

description of the work to be performed via a drop-down list / table file of standard descriptions; a comments field shall be provided to record any special requirements

police detail requirements

signage requirements

meter occupancy data

materials replacement data

expiration date of permit

authorization code for staff person authorizing permit

operator identification code

permit effective date

temporary regulation change (temporary vote)

for valet permits only, the following: off-street parking facility location, linear feet of valet zone and signage data, valet company and a scanning feature for inputting application forms, maps, correspondence, etc.

(4.40.4) System Fast Paths

Firm information (name, address, etc.) shall be maintained in a separate look-up table file (listing). Each firm shall be assigned a unique account number. The Vendor's TMPS shall provide the capability for City staff to access this listing from the permit data entry screen, via a user-friendly 'fast-path' and to capture such information in new or existing permit records.

The Vendor's TMPS shall provide a variety of user-friendly 'fast-paths' via drop down lists or tables from main data entry screen fields to, for example and as required for each permit, record and print billing data, record and print police detail information, to record and print materials replacement costs, to record and print temporary regulation changes (temporary votes), etc.

The Vendor's TMPS shall provide for the automatic generation and printing of sign work orders when signage change requirements are specified upon permit issuance.

(4.40.5) Collection Activities

The Vendor's TMPS shall provide an accounts receivable file to provide invoicing, noticing, payment posting and collection of past due accounts.

(4.40.5.1) Invoicing and Noticing

Invoicing and noticing shall include the following for each permit:

- maintain a record of invoicing activity to the accounts receivable file

- print invoices with required control reports

- track receivables by permit holder including current and aged accounts receivables

- perform interest calculations

print overdue / delinquent dunning notices

provide real-time printing of billing forms

(4.40.5.2) Payment Posting

Payment posting shall include the following for each permit:

post payments for invoices

update outstanding balances to reflect payments

print and view on-screen payment posting journals

(4.40.5.3) Collection of Past Due Accounts

The Vendor's TMPS shall provide the capability to maintain a file of all past due accounts including a record of dunning notice activity and communications with permit holders.

(4.40.5.4) Complaint Tracking

The Vendor's TMPS shall provide the capability to maintain a record of complaints relative to valet parking permits. This may include the capability to record and print complaint response and administrative review outcome records.

(4.40.6) Reporting Requirements

The Vendor's TMPS shall provide all management, control, audit and activity reports required by the City. This may include listings of special events by district and street; by special issuance requirements; by signage required; by sign work orders; by type of permit issued, renewed, revoked or expired by firm name, location or date; or by valet company.

(4.40.7) Additional Requirements

The Vendor shall be responsible for providing file back-up procedures for all TMPS data.

The Vendor shall provide file archive of permit data according to date specific criteria.

The Vendor's TMPS shall provide multi-level password specific system access based on City specified user profiles.

SECTION 5.0

METHODOLOGY FOR DETERMINING THE MOST ADVANTAGEOUS PROPOSAL

SECTION 5.0

METHODOLOGY FOR DETERMINING THE MOST ADVANTAGEOUS PROPOSAL

(5.1) Introduction

This section provides a discussion of the steps that will be used to evaluate the proposals, determine the most advantageous proposal and select a contractor. These steps include the application of minimum and comparative criteria, assignment of a composite rating, and the selection of the most advantageous proposal.

(5.2) Screening the Proposals for Responsiveness and Responsibility

After opening the technical (non-price) proposals, the City will examine each proposal to determine whether it meets all of the proposal submission requirements and minimum criteria specified in the RFP. Any proposer who fails to meet any of the standards set forth as minimum criteria is non-responsive and will be eliminated from further consideration.

In determining the responsiveness of a proposal, the City may waive minor informalities or allow the proposer to correct them. According to Chapter 30B, minor informalities are minor deviations, insignificant mistakes, and matters of form rather than substance of the proposal which can be waived or corrected without prejudice to other offerors, potential offerors, or the governmental body.

The City will correct a proposal if a mistake and the intended offer are clearly evident on the face of the proposal document. In such a case, the City will make the correction, and notify the proposer in writing; the proposer will not be permitted to withdraw its proposal. Other than to make such a correction, the City will not correct or change a proposal.

(5.3) Minimum Evaluation Criteria

Minimum Evaluation Criteria reflect those standards or attributes which are essential to satisfactory performance of the contract to be entered into pursuant to this RFP. The minimum criteria will be used to identify responsive and responsible proposals. A responsive proposal is one that contains all of the forms and information, and offers all of the equipment, supplies or services requested in the RFP. A responsible proposal is one that demonstrates the capability, integrity, and reliability of the proposer to perform under the contract to be awarded.

If a proposal fails to satisfy any of the standards set forth as minimum criteria, it automatically will be eliminated from further consideration.

(5.4) Evaluation of Responsive and Responsible Proposals Using the Comparative Evaluation Criteria Contained in the RFP

All responsive proposals from responsible proposers (i.e., those that meet the minimum criteria) will be evaluated further. The evaluators will prepare written evaluations for each responsive proposal. Those proposals that are both responsive and responsible will be evaluated under the comparative evaluation criteria set forth in Section 7.0 of the RFP.

The four rating categories set forth in Chapter 30B will be used to evaluate each proposal that meets the minimum criteria. The rating categories are -- "Highly Advantageous," "Advantageous," "Not Advantageous," and "Unacceptable". For each comparative evaluation criterion, the City will assign a rating of "Highly Advantageous," "Advantageous," "Not Advantageous," or "Unacceptable". The City will also assign a composite rating of "Highly Advantageous," "Advantageous," "Not Advantageous," or "Unacceptable" to each proposal. The record of the proposal evaluations will show the rating assigned for each evaluation criterion, the reasons for each rating, the composite rating assigned to the proposal, and the reasons for the composite rating.

(5.5) Assigning Composite Ratings

After proposals have been assigned ratings on the basis of each evaluation criterion, evaluators will assign composite ratings to the proposals. The written explanation accompanying each composite rating will state the reasons for each composite rating.

(5.6) Determining the Most Advantageous Proposal

The most advantageous proposal shall be determined from responsible and responsive proposals by taking into consideration the price and the evaluation criteria contained herein. Evaluating the proposals and determining the most advantageous proposal is a four step process that includes the following:

- 1) Application of minimum criteria
- 2) Application of comparative criteria
- 3) Assigning a composite rating
- 4) Selecting the most advantageous proposal

Important Note: QUALITY and SPECIFICITY OF PROPOSALS

The proposal submitted by a Vendor is intended to be viewed by the City as the most significant and the primary source of information and materials relied upon for the evaluation. The City will assess the proposal on the basis of the degree to which it addresses the RFP's requirements in regard to its quality and specificity of the required responses and submissions including, but not limited to, forms, questionnaires, resumes, and documentation. The proposal will also be utilized as a gage of a Vendor's capabilities of providing the required systems and services

The Vendor should provide all the responses particularly with the content and in a manner as explained and described in Section 8.0 of this RFP, Sources of Information for Evaluating Proposals In Accordance with the Comparative Criteria. The Vendor should address all aspects of the proposal in a concise and meaningful fashion and avoid inclusion of irrelevant material and/or merely repeating RFP wording. Vendors should clearly understand the critical value of submitting proposals characterized by their quality and specificity.

SECTION 6.0

MINIMUM EVALUATION CRITERIA

SECTION 6.0

MINIMUM EVALUATION CRITERIA

(6.1) Overview

Each proposal shall be evaluated to determine whether it meets the submission requirements and minimum criteria specified herein. Responsive and responsible proposals which meet the minimum criteria outlined in this section of the RFP will be evaluated for the Comparative Evaluation Criteria set forth in section 7.0, 'Comparative Evaluation Criteria', of this RFP.

(6.2) Listing of Minimum Criteria and the use of Response Form

The minimum evaluation criteria for this RFP are set forth in the following paragraph, '6.3, Minimum Evaluation Criteria'.

To respond to the minimum evaluation criteria, Proposers must use the Minimum Evaluation Criteria Response Form ("FORM A") which is included in the 'Forms' section of this RFP. The Proposer may attach additional pages to this form.

(6.3) MINIMUM EVALUATION CRITERIA

1. Company Experience - The proposer must possess at least two (2) years direct experience within the past five (5) years in providing large-scale and full service PVPMISS technical and operational requirements and have processed at least 500,000 parking tickets each year; each one of the required two years processing experience must be for a single client which issued at least 200,000 parking tickets. The proposer must indicate which of the RFP systems, subsystems and services, as defined in the section of this RFP entitled "Scope of Services", were utilized throughout each of the required years of experience. The proposer must clearly specify any RFP-required system elements which were NOT operational throughout the indicated years of experience.
2. Required Systems / Subsystems / Services - The proposer must include all systems, subsystems and services, as defined in the section of this RFP entitled "Scope of Services", as part of the proposal.
3. Proposal Deposit - The proposer must submit a proposal deposit in the form of a certified check drawn on, or a treasurer's or cashier's check issued by, a responsible bank or trust company and made payable to the City of Boston, or a proposal bond issued by a surety company qualified to do business in the Commonwealth and satisfactory in form to the City. The amount of such check or the penal sum of such bond shall be \$25,000 (twenty-five thousand dollars). Such proposal deposit shall accompany the original signed Technical Proposal received at the Transportation Department/Office of the Parking Clerk.

4. Performance Bond - The proposer must agree to provide, at the City's discretion as security to guarantee the faithful performance of any contract awarded pursuant to this RFP a performance bond of a surety company authorized to do business in the Commonwealth of Massachusetts and satisfactory in form to the Awarding Authority in the amount of one million dollars (\$1,000,000).
5. Proposal Format - Each proposer must submit its proposal in conformance with the requirements set forth in the section of this RFP entitled "Information and Instructions to Proposers Regarding Submittal of the Non-Cost (Technical) and Cost Proposals and the Evaluation Thereof" and the section of this RFP entitled "Submission of the Complete Proposal". The proposer must include all required forms, responses and references. NOTE: The proposer **MUST** submit separate, clearly labeled and sealed technical and cost proposals.
- 5.A. Cost Submittal - The proposer must submit its cost / price proposal (one original and one copy) separate from its technical proposal in a sealed package clearly labeled in conformance with the requirements set forth in the section of this RFP entitled "Information and Instructions to Proposers Regarding Submittal of the Non-Cost (Technical) and Cost Proposals and the Evaluation Thereof".
6. Turnkey - The proposer must agree to provide all systems, subsystems and services as defined in the section of this RFP entitled "Scope of Services", ready to operate in a production environment on July 1, 2010.
7. Personnel - The proposer must include all of the required RFP forms and detailed current resumes for all of the key personnel and as requested in this RFP.
- 7.A. Project Team - The proposer must agree that the City shall retain the right to interview and approve/disapprove of any potential Boston project team member or key personnel. Additionally, if a key individual's or team member's performance proves unsatisfactory to the City or if personality conflicts impair performance, the proposer must agree that the City reserves the right to require that person's removal from the Boston team.
8. Adaptability - The proposer must agree to adapt and upgrade its staffing, equipment, software and other resources to respond to and fulfill the variable needs of the City throughout the course of any contract awarded pursuant to this RFP without additional cost to the City.
9. Financial Strength - The proposer must be financially solvent (i.e. currently not bankrupt and currently not considering filing for bankruptcy or bankruptcy protection) and must provide documentation to support that fact. At a minimum, the proposer must provide audited financial statements for each of the three (3) most recent fiscal years. If the proposer's firm is a subsidiary of a larger organization, this information, if available, should be provided for both the parent and the proposing entity.

10. User Guides and Specifications for Program/System Areas and Service Areas (with the emphasis on system areas) - The proposer must agree to provide the actual documentation for system, subsystem and service areas (with the emphasis on systems and subsystems). This constitutes the proposer's description and provision of actual documentation relative to each RFP system or service function such as: user guides/manuals for on-line systems viewing; on-line systems processing, MIS and other reports, etc.; user-oriented system processing explanations; user-oriented criteria and condition statements for system activities, events and functions; user-oriented functional specifications and descriptions of software programs and relationships between different programs; user-oriented descriptions of operational service functions; etc. In the event that certain of this information represents trade secrets or proprietary information, the proposer must agree to make said material available to the City at a location to be determined by the proposer, so long as said location is situated within approximately a one (1) mile radius of Boston City Hall. The proposer must agree to allow evaluators unrestricted access, for the purpose of review and 'note taking', to said documentation during the hours of 9:00 a.m. and 5:00 p.m., from Monday through Friday (excluding holidays), during the evaluation phase of this RFP. The before mentioned access for any single review visit shall be arranged a minimum of twenty-four (24) hours prior to said visit.

SECTION 7.0

COMPARATIVE EVALUATION CRITERIA

SECTION 7.0

(7.0.1) LISTING OF COMPARATIVE EVALUATION CRITERIA

The Comparative Evaluation Criteria set forth in this section of the RFP shall be used to evaluate responsible and responsive proposals. The Comparative Evaluation Criteria are:

- 1) Company PVPMISS Experience, Capability, Qualifications and Demonstrated Efficient and Effective Performance
- 2) Compliance with Scope of Services
- 3) Operations/Management Plan and Plan of Services and Personnel Depth, Qualifications, Experience and Performance
- 4) RMV Interface Experience, Knowledge, Capability and Demonstrated Efficient and Effective Performance

(7.1) COMPARATIVE CRITERION # 1:

**COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE**

CRITERION # 1:
COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

HIGHLY ADVANTAGEOUS:

- 1 The Proposer has a minimum of five (5) years direct experience in providing large-scale and full-service PVPMISS technical and operational requirements similar to Boston's (in terms such as size, scope/range of systems and operations, level of integration, complexity, number and types of transactions, edits and quality controls, customer service capabilities), of which a minimum of five (5) years experience is within the time period July 1, 2003 through December 14, 2009.
- 2 It is determined that the proposal thoroughly, comprehensively and clearly details, documents, substantiates and demonstrates extensive previous and current direct PVPMISS experience, capability, qualifications and performance with all or virtually all of the required systems and subsystems and this assessment is supported by the efficient and effective provision of systems and subsystems in PVPMISS installations similar and comparable to Boston (in terms such as size, scope/range of systems and operations, level of integration, complexity, number and types of transactions, edits and quality controls, customer service capabilities, value and benefits) and provides the highest level of assurance that disruption or risk to the City's current level and quality of enforcement, customer service/public responsiveness, processing components and efforts, and collection rates can be prevented or extremely minimized.
- 3 It is determined that the proposal thoroughly, comprehensively and clearly details, documents, substantiates and demonstrates extensive previous and current direct PVPMISS experience, capability, qualifications and performance with an extensive number of the required RFP SERVICE FUNCTIONS (i.e., lockbox operations, payment processing, system updates, receipt of tickets, ticket data input, notice generation and mailing, etc.), and this assessment is supported by the efficient and effective provision of these service functions in PVPMISS installations similar and comparable to Boston (in terms such as size, scope/range of internal operations, level of integration, complexity, number and types of transactions, edits and quality controls, customer service capabilities, value and benefits) and provides the highest level of assurance that disruption or risk to the City's current level and quality of enforcement, customer service/public responsiveness, processing components and efforts, and collection rates can be prevented or extremely minimized.

CRITERION # 1:
COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE
HIGHLY ADVANTAGEOUS: (continued)

- 4 The proposer thoroughly, comprehensively and clearly documents, details, substantiates and demonstrates the PVPMISS evolution (in terms such as background, growth, direct and indirect customer demands, ongoing and incremental improvements, major design or technological advances, testing, debugging, and implementation) and provides the highest level of assurance that the PVPMISS being proposed is thoroughly debugged, proven and successful in operating/production environment(s) similar and comparable to Boston and will be highly efficient and effective in terms of the RFP requirements.

- 5 The structural and data management design and approach and software (including Data Base Management System [DBMS], if applicable,) of the proposer's PVPMISS has been extensively and successfully utilized in PVPMISS installations similar and analogous to Boston (in terms such as size, volumes, scope/range of systems and operations, level of integration, sophistication, complexity, efficiency and effectiveness), in regards to:
 - a) data management
 - b) how data items are related to each other
 - c) the file structure/data structure utilized by the software system
 - d) the organization, coherence, linkage and unity of the various constituent system elements
 - e) handling the large number and numerous types of transactions
 - f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
 - g) those elements of a proposer's PVPMISS that actually execute actions and events, and
 - h) ease of modification and enhancement;

are clearly and comprehensively detailed, explained and documented and are determined to provide a unified, extremely efficient and effective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- and to accommodate the extremely efficient and effective development and implementation of new applications, and modification or expansion of existing applications, in such a manner as would eliminate or extremely minimize any risk to the quality of performance or operation of existing applications and functions.

CRITERION # 1:
COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

HIGHLY ADVANTAGEOUS: (continued)

- 6 The proposer clearly documents extensive current or pending contractual commitments (in PVPMISS installations similar and comparable to Boston) which would significantly overlap the time frame of the proposed Boston contract and which would potentially benefit the operations of the City vis-à-vis access to and sharing of ideas, new system developments, improvements or expansions to existing systems and services, customer service/public responsiveness innovations, transportation management solutions/approaches, etc., that would be initiated, tested and debugged by non-Boston proposer clients.

CRITERION # 1:
COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

ADVANTAGEOUS:

- 1 The proposer has a minimum of three (3) years direct experience in providing large-scale and full-service PVPMISS technical and operational requirements similar to Boston's (in terms such as size, scope/range of systems and operations, level of integration, complexity, number and types of transactions, edits and quality controls, customer service capabilities), of which a minimum of two (2) years experience is within the time period July 1, 2004 through December 14, 2009.
- 2 It is determined that the proposal thoroughly, comprehensively and clearly details, documents, substantiates and demonstrates extensive previous and current direct PVPMISS experience, capability, qualifications and performance with all or virtually all of the required systems and subsystems and this assessment is supported by the efficient and effective provision of systems and subsystems in PVPMISS installations similar and comparable to Boston (in terms such as size, scope/range of systems and operations, level of integration, complexity, number and types of transactions, edits and quality controls, customer service capabilities, value and benefits) and the proposal provides a high level of assurance that disruption or risk to the City's current level and quality of enforcement, customer service/public responsiveness, processing components and efforts, and collection rates can be prevented or extremely minimized.
- 3 It is determined that the proposal thoroughly, comprehensively and clearly details, documents, substantiates and demonstrates extensive previous and current direct PVPMISS experience, capability, qualifications and performance with an extensive number of the required RFP SERVICE FUNCTIONS (i.e., lockbox operations, payment processing, system updates, receipt of tickets, ticket data input, notice generation and mailing, etc.), and this assessment is supported by the efficient and effective provision of service functions in PVPMISS installations similar and comparable to Boston (in terms such as size, scope/range of internal operations, level of integration, complexity, number and types of transactions, edits and quality controls, customer service capabilities, value and benefits) and provides a high level of assurance that disruption or risk to the City's current level and quality of enforcement, customer service/ public responsiveness, processing components and efforts, and collection rates can be prevented or extremely minimized.

**CRITERION # 1:
COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE**

ADVANTAGEOUS: (continued)

- 4 The proposer thoroughly, comprehensively and clearly documents, details, substantiates and demonstrates the PVPMISS evolution (in terms such as background, growth, direct and indirect customer demands, ongoing and incremental improvements, major design or technological advances, testing, debugging, and implementation) and provides a high level of assurance that the PVPMISS being proposed is thoroughly debugged, proven and successful in operating/production environment(s) similar and comparable to Boston and will be efficient and effective in terms of the RFP requirements.

- 5 The structural and data management design and approach and software (including Data Base Management System [DBMS], if applicable) of the proposer's PVPMISS, has been extensively and successfully utilized in PVPMISS installations similar and analogous to Boston (in terms such as size, volumes, scope/range of systems and operations, etc.), in regards to:
 - a) data management
 - b) how data items are related to each other
 - c) the file structure/data structure utilized by the software system
 - d) the organization, coherence, linkage and unity of the various constituent system elements
 - e) handling the large number and numerous types of transactions
 - f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
 - g) those elements of a proposer's PVPMISS that actually execute actions and events, and
 - h) ease of modification and enhancement;

are clearly and comprehensively detailed, explained and documented and are determined to provide an efficient and effective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- and to accommodate the efficient and effective development and implementation of new applications, and modification or expansion of existing applications, in such a manner as would minimize or eliminate any risk to the quality of performance or operation of existing applications and functions.

CRITERION # 1:
COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

NOT ADVANTAGEOUS:

- 1 The proposer has less than three (3) years direct experience in providing large-scale and full-service PVPMISS technical and operational requirements similar to Boston's (in terms such as size, scope/range of systems and operations, level of integration, complexity, number and types of transactions, edits and quality controls, customer service capabilities), and/or less than two (2) years of that experience is within the time period July 1, 2004 through December 14, 2009.
- 2 It is determined that the proposal details, documents, substantiates and demonstrates only marginal previous or current direct PVPMISS experience, capability, qualifications and performance -- in general in regards to, or with an unacceptable number of, or with certain major systems and subsystems and the assessment is supported by the provision of these systems and subsystems in at least one PVPMISS installation similar and comparable to Boston (in terms such as size, scope/range of systems and operations, etc.) and the proposal provided only a marginal level of assurance that disruption or risk to the City's current level and quality of enforcement, public responsiveness, processing components and efforts, and collection rates would be prevented or extremely minimized, or the proposal was sufficiently unclear or lacked significant details, etc. required to adequately assess the relative value of proposer experience, capability, qualifications and performance above marginal.
- 3 It is determined that the proposal details, documents, substantiates and demonstrates only marginal previous or current direct PVPMISS experience, capability, qualifications and performance -- in general in regards to, or with an unacceptable number of, or with certain major RFP SERVICE FUNCTIONS (i.e., lockbox operations, payment processing, system updates, receipt of tickets, ticket data input, notice generation and mailing, etc.) and the assessment is supported by the provision of these service functions in at least one PVPMISS installation similar and comparable to Boston (in terms such as size, scope/range of systems and operations, etc.) and the proposal provides only a marginal level of assurance that disruption or risk to the City's current level and quality of enforcement, public responsiveness, processing components and efforts, and collection rates would be prevented or extremely minimized, or the proposal is sufficiently unclear or lacks significant details, etc. required to adequately assess the relative value of proposer experience, capability, qualifications and performance above a marginal rating.

CRITERION # 1:
COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

NOT ADVANTAGEOUS: (continued)

- 4 The proposer documents, details, substantiates and demonstrates its PVPMISS evolution (in terms such as background, growth, direct and indirect customer demands, ongoing and incremental improvements, major design or technological advances, testing, debugging, and implementation) to an extent that only provides a marginal level of assurance that the PVPMISS being proposed is thoroughly debugged, proven and successful in operating/production environment(s) similar and comparable to Boston and will be efficient and effective in terms of the RFP requirements, or the proposal is sufficiently unclear or lacks significant details, etc. required to adequately assess the response above a marginal rating.

- 5 The structural and data management design and approach or software (including Data Base Management System [DBMS], if applicable) of the proposer's PVPMISS, has been extensively and successfully utilized in at least one PVPMISS installations similar and analogous to Boston (in terms such as size, volumes, scope/range of systems and operations, etc.), in regards to:
 - a) data management
 - b) how data items are related to each other
 - c) the file structure/data structure utilized by the software system
 - d) the organization, coherence, linkage and unity of the various constituent system elements
 - e) handling the large number and numerous types of transactions
 - f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
 - g) those elements of a proposer's PVPMISS that actually execute actions and events, and
 - h) ease of modification and enhancement;

is only marginally explained and documented (in terms of level of detail, clarity and/or comprehensiveness) so that the features and benefits of the proposer's design and approach could not be adequately assessed; and/or, is determined to provide only a marginally efficient or effective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- or is determined to accommodate only a marginally efficient or effective development and implementation of new applications, or modification or expansion of existing applications, in such a manner as would provide undue risk to the quality of performance or operation of existing applications and functions.

CRITERION # 1:
COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

UNACCEPTABLE:

- 1 The proposer has less than three (3) years direct experience in providing large-scale and full-service PVPMISS technical and operational requirements similar to Boston's (in terms such as size, scope/range of systems and operations, level of integration, complexity, number and types of transactions, edits and quality controls, customer service capabilities), and less than two (2) years experience within the time period July 1, 2004 through December 14, 2009.

- 2 It is determined that the proposer details, documents, substantiates and demonstrates generally deficient previous or current direct PVPMISS experience, capability, qualifications and performance in general in regards to, or with an unacceptable number or with certain major systems and subsystems and this assessment is supported by the provision of these systems and subsystems in at least one PVPMISS installation similar and comparable to Boston (in terms such as size, scope/range of systems and operations, etc.) or the proposal is sufficiently unclear or lacks significant details, etc. required to adequately assess the relative value of proposer experience, capability, qualifications and performance above deficient or the proposal provides a generally deficient level of assurance that disruption or risk to the City's current level and quality of enforcement, public responsiveness, processing components and efforts, and collection rates would be prevented or extremely minimized or it is assessed as generally deficient as previous or current direct PVPMISS experience, capability, qualifications and performance with the required RFP systems and subsystems is not based upon their provision of systems and subsystems in at least one PVPMISS installation similar and comparable to Boston (in terms such as size, scope/range of systems and operations, etc.).

- 3 It is determined that the proposal details, documents, substantiates and demonstrates generally deficient previous or current direct PVPMISS experience, capability, qualifications and performance in general in regards to, or with an unacceptable number or with certain major RFP SERVICE FUNCTIONS (i.e., lockbox operations, payment processing, etc.) and this assessment is supported by the provision of services in at least one PVPMISS installation similar and comparable to Boston (in terms such as size, scope/range of systems and operations, etc.) or the response is generally deficient in regards to clarity or detail, etc. required to adequately assess the relative value of proposer experience, capability, qualifications and performance above generally deficient or it provides only a generally deficient level of assurance that disruption or risk to the City's current level and quality of enforcement, public responsiveness, processing components and efforts, and collection rates would be prevented or extremely minimized or it is assessed as generally deficient as previous and current direct PVPMISS experience, capability, qualifications and performance with the required RFP SERVICE FUNCTIONS are not based upon their provision of systems and subsystems in at least one PVPMISS installation similar and comparable to Boston (in terms such as size, scope/range of systems and operations, etc.).

CRITERION # 1:
COMPANY PVPMISS EXPERIENCE, CAPABILITY, QUALIFICATIONS
AND DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

UNACCEPTABLE: (continued)

- 4 The proposer documents, details, substantiates and demonstrates its PVPMISS evolution (in terms such as background, growth, direct and indirect customer demands, ongoing and incremental improvements, major design or technological advances, testing, debugging, and implementation) to an extent that only provides a generally deficient level of assurance that the PVPMISS being proposed is thoroughly debugged, proven and successful in operating/production environment(s) similar and comparable to Boston and will be efficient and effective in terms of the RFP requirements or the response is sufficiently unclear or lacks significant details, etc. required to adequately assess the response above a deficient rating.

- 5 The structural and data management design and approach or software (including Data Base Management System [DBMS], if applicable,) of the proposer's PVPMISS, has been extensively and successfully utilized in at least one PVPMISS installations similar and analogous to Boston (in terms such as size, volumes, scope/range of systems and operations, etc.), in regards to:
 - a) data management
 - b) how data items are related to each other
 - c) the file structure/data structure utilized by the software system
 - d) the organization, coherence, linkage and unity of the various constituent system elements
 - e) handling the large number and numerous types of transactions
 - f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
 - g) those elements of a proposer's PVPMISS that actually execute actions and events, and
 - h) ease of modification and enhancement;is deficiently explained and documented (in terms of level of detail, clarity and/or comprehensiveness) so as to provide a negative assessment of the features and benefits of the proposer's design and approach; AND/OR, is determined to provide an inefficient or ineffective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- or is determined to accommodate the inefficient or ineffective development and implementation of new applications, or modification or expansion of existing applications, in such a manner as would provide substantial risk or potential for disruption to the quality of performance or operation of existing applications and functions, or is not extensively and successfully utilized in at least one PVPMISS installations similar and analogous to Boston (in terms such as size, volumes, scope/range of systems and operations, etc.).

(7.2) COMPARATIVE CRITERION # 2:

COMPLIANCE WITH SCOPE OF SERVICES

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES**

HIGHLY ADVANTAGEOUS:

- 1 The proposer's response provides details, documentation, explanations and descriptions relative to the RFP requirements that are extremely and uniformly thorough, comprehensive, clear, detailed and specific -- over and beyond the substantial detail provided in the RFP so that the features and benefits of the proposer's PVPMISS could be ascertained -- and the content of said responses, explanations, descriptions, etc. provides the highest degree of assurance that the proposer possesses the proficiency, knowledge, skills, abilities, expertise and resources commensurate with the City's extremely high expectations and demands for its PVPMISS.
- 2 The proposer clearly and comprehensively provides an effective-date-specific statement of explicit and direct compliance for RFP required systems, subsystems, services, performance specifications and any other RFP requirement and, in the event that said compliance would be contingent upon certain conditions or alternatives, those conditions or alternatives were determined to pose no, or an extremely minimal, risk or potential for disruption to the City's current level of PVPMISS activities, services and revenue -- or to the objectives of this RFP, particularly in terms of timetable or the provision and operation of efficient and effective system and service features and functionality.
- 3 It is determined the proposal comprehensively and clearly documents, substantiates and demonstrates the ability to provide full compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be extremely beneficial to the City in terms such as functionality, utility, efficiency and effectiveness.
- 4 The proposer provides detailed and comprehensive explanations and real-life (hard-copy) illustrations which substantiate and demonstrate that the proposer's on-line information system complies or can easily, efficiently and effectively be modified to accommodate and comply with the City's data and information requirements for all or virtually all RFP required systems, subsystems and services.
- 5 The proposer provides detailed and comprehensive explanations and real-life (hard-copy) illustrations which substantiate and demonstrate that the proposer's on-line information system is highly efficient and effective for all or virtually all RFP required systems, subsystems and services in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, functionality, format and user-friendliness.

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES**

HIGHLY ADVANTAGEOUS: (continued)

- 6 The proposer comprehensively and clearly documents, substantiates and demonstrates its quality control of data and the content of the response provides the highest degree of assurance that data/information integrity and accurate processing would be optimized.
- 7 The features and functionality of the proposer's systems, subsystems and services appear to provide the highest level of assurance that the City's relevant operational costs (in terms such as staffing levels, operational efficiencies, level of required oversight) would not be increased and would be optimally minimized or reduced.
- 8 The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be optimal.
- 9 The proposer provides the highest level of assurance that the City would have the ability to move forward on July 1, 2010, (and throughout the full term of the proposed contract) with the continued generation, development and implementation of on-going enhancements and improvements to systems, system elements and services.
- 10 The structural and data management design and approach and software(including Data Base Management System [DBMS], if applicable) of the proposer's PVPMISS (in terms such as size, volumes, scope/range of systems and operations, level of integration, sophistication, complexity, efficiency and effectiveness), in regards to:
 - a) data management
 - b) how data items are related to each other
 - c) the file structure/data structure utilized by the software system
 - d) the organization, coherence, linkage and unity of the various constituent system elements
 - e) handling the large number and numerous types of transactions
 - f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
 - g) those elements of a proposer's PVPMISS that actually execute actions and events, and
 - h) ease of modification and enhancement;

are clearly and comprehensively detailed, explained and documented and are determined to provide an extremely efficient and effective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- and are determined to accommodate the extremely efficient and effective development and implementation of new applications, and modification or expansion of existing applications, in such a manner as would eliminate or extremely minimize any risk to the quality of performance or operation of existing applications and functions.

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES**

ADVANTAGEOUS:

- 1 The proposer's response provides details, documentation, explanations and descriptions, etc. relative to the RFP requirements that are extremely and uniformly thorough, comprehensive, clear, detailed and specific -- over and beyond the substantial detail provided in the RFP so that the features and benefits of the proposer's PVPMISS could be ascertained -- and the content of said responses, explanations, descriptions, etc. provides a high degree of assurance that the proposer possesses the proficiency, knowledge, skills, abilities, expertise and resources commensurate with the City's extremely high expectations and demands for its PVPMISS.
- 2 The proposer clearly and comprehensively provides an effective-date-specific statement of explicit and direct compliance for RFP required systems, subsystems, services, performance specifications and any other RFP requirement and, in the event that said compliance would be contingent upon certain conditions or alternatives, those conditions or alternatives were determined to pose no, or an extremely minimal, risk or potential for disruption to the City's current level of PVPMISS activities, services and revenue -- or to the objectives of this RFP, particularly in terms of timetable or the provision and operation of efficient and effective system and service features and functionality.
- 3 It is determined the proposal comprehensively and clearly documents, substantiates and demonstrates the ability to provide full compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be beneficial to the City in terms such as functionality, utility, efficiency and effectiveness.
- 4 The proposer provides detailed and comprehensive explanations and real-life (hard-copy) illustrations which substantiate and demonstrate that the proposer's on-line information system complies or can efficiently and effectively be modified to accommodate and comply with the City's data and information requirements for all or virtually all RFP required systems, subsystems and services.
- 5 The proposer provides detailed and comprehensive explanations and real-life (hard-copy) illustrations which substantiate and demonstrate that the proposer's on-line information system is efficient and effective for all or virtually all RFP required systems, subsystems and services in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, functionality, format and user-friendliness.

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES**

ADVANTAGEOUS: (continued)

- 6 The proposer comprehensively and clearly documents, substantiates and demonstrates its quality control of data and the content of the response provides a high degree of assurance that data/information integrity and accurate processing would be optimized.
- 7 The features and functionality of the proposer's systems, subsystems and services appear to provide a high level of assurance that the City's relevant operational costs (in terms such as staffing levels, operational efficiencies, level of required oversight) would not be increased and would be optimally minimized or reduced.
- 8 The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be good.
- 9 The proposer provides a high level of assurance that the City would have the ability to move forward on July 1, 2010, (and throughout the full term of the proposed contract) with the continued generation, development and implementation of on-going enhancements and improvements to systems, system elements and services.
- 10 The structural and data management design and approach and software(including Data Base Management System [DBMS], if applicable) of the proposer's PVPMISS (in terms such as size, volumes, scope/range of systems and operations, level of integration, sophistication, complexity, efficiency and effectiveness), in regards to:
 - a) data management
 - b) how data items are related to each other
 - c) the file structure/data structure utilized by the software system
 - d) the organization, coherence, linkage and unity of the various constituent system elements
 - e) handling the large number and numerous types of transactions
 - f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
 - g) those elements of a proposer's PVPMISS that actually execute actions and events, and
 - h) ease of modification and enhancement;

are clearly and comprehensively detailed, explained and documented and are determined to provide an efficient and effective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- and are determined to accommodate the efficient and effective development and implementation of new applications, and modification or expansion of existing applications, in such a manner as would eliminate or extremely minimize any risk to the quality of performance or operation of existing applications and functions.

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES**

NOT ADVANTAGEOUS:

- 1 The proposer's response provides details, documentation, explanations and descriptions, etc. relative to RFP requirements that are only marginally or inconsistently thorough, comprehensive, detailed and specific -- and/or are only marginally over and beyond the substantial detail provided in the RFP so that the features and benefits of the proposer's PVPMISS could not be adequately ascertained -- and/or the content of said response, details, documentation, explanations and descriptions, etc. provides a determination that the proposer possesses proficiency, knowledge, skills, abilities, expertise and resources that are only marginally commensurate with the City's extremely high expectations and demands for its PVPMISS.
- 2 The proposer's substantiation and demonstration of it's ability to comply with the RFP effective date requirement for the systems, subsystems and services is only marginal -- and/or the proposer's compliance would be contingent upon conditions or alternatives that were determined to pose an undue risk or potential for disruption to the City's current level of PVPMISS activities, services or revenue -- or to the objectives of this RFP, particularly in terms of timetable or the provision and operation of efficient and effective system and service features and functionality.
- 3 The proposer documents, substantiates and demonstrates only marginal levels of compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be beneficial to the City in terms such as functionality, utility, efficiency and effectiveness -- and/or the proposer documents, substantiates and demonstrates varying or inconsistent levels of compliance that results in an overall determination of only marginal compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be beneficial to the City in terms such as functionality, utility, efficiency and effectiveness.
- 4 The proposer's details, explanations or real-life (hard-copy) illustrations of its on-line information system are sufficiently unclear or lack details required to adequately assess compliance above a marginal level with the City's data and information requirements -- and/or the proposer's explanations or real-life (hard-copy) illustrations of it's on-line information system are only marginal in regards to complying or in the ability of the system to efficiently and effectively be modified to accommodate and comply with the City's data and informational requirements for systems, subsystems and services.

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES**

NOT ADVANTAGEOUS: (continued)

- 5 The proposer's explanations or real-life (hard-copy) illustrations of its on-line information system are sufficiently unclear or lack details required to adequately assess the efficiency and effectiveness of the proposer's on-line information system above a marginal level (in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, format and user-friendliness) -- and/or the proposer's on-line information system is determined to be only marginally efficient and effective for RFP required systems, subsystems and services in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, format and user-friendliness.
- 6 The proposer's documentation, substantiation and demonstration of its quality control of data is sufficiently unclear or lacks details to adequately assess this area above a marginal level -- and/or, the content of its explanations is determined to pose an undue risk or potential for disruption to the City's objectives to optimize data/information integrity and accurate processing.
- 7 The features and functionality of the proposer's systems, subsystems and services provide only a marginal level of assurance that the City's relevant operational costs (in terms such as staffing levels, operational efficiencies, level of required oversight) would not be increased and would be effectively minimized or reduced.
- 8 The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be only marginal.
- 9 The proposer provides an undue risk or potential for disruption to the City's objectives to move forward on July 1, 2010, (and throughout the full term of the proposed contract) with the continued generation, development and implementation of on-going enhancements and improvements to systems, system elements and services.

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES
NOT ADVANTAGEOUS: (continued)**

- 10 The structural and data management design and approach and software(including Data Base Management System [DBMS], if applicable) of the proposer's PVPMISS (in terms such as size, volumes, scope/range of systems and operations, level of integration, sophistication, complexity, efficiency and effectiveness), in regards to:
- a) data management
 - b) how data items are related to each other
 - c) the file structure/data structure utilized by the software system
 - d) the organization, coherence, linkage and unity of the various constituent system elements
 - e) handling the large number and numerous types of transactions
 - f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
 - g) those elements of a proposer's PVPMISS that actually execute actions and events, and
 - h) ease of modification and enhancement;

are only marginally explained and documented (in terms of level of detail, clarity or and comprehensiveness) so that the features and benefits of the proposer's design and approach could not be adequately assessed; and/or, are determined to provide only a marginally efficient or effective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- or are determined to accommodate only a marginally efficient or effective development and implementation of new applications, or modification or expansion of existing applications, in such a manner as would provide undue risk to the quality of performance or operation of existing applications and functions.

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES**

UNACCEPTABLE:

- 1 The proposer's response provides details, documentation, explanations and descriptions, etc. relative to the RFP requirements that are deficient in terms of comprehensiveness, detail or specificity -- and/or substantially repeats, paraphrases or reinterprets RFP wording without providing independent explanations so as to provide a negative assessment of the features and benefits of the proposer's PVPMISS -- and/or the content of said explanations and descriptions provides a substantial level of doubt that the proposer possesses the proficiency, knowledge, skills, abilities, expertise and resources commensurate with the City's extremely high expectations and demands for its PVPMISS.
- 2 The proposer's substantiation and demonstration of its ability to meet the RFP effective date requirement for the systems, subsystems and services is deficient -- and/or, the proposer's compliance would be contingent upon conditions or alternatives that were determined to pose a substantial risk or potential for disruption to the City's current level of PVPMISS activities, services and revenue, or to the major objectives of this RFP, particularly in terms of timetable or the provision and operation of efficient and effective system and service features and functionality.
- 3 The proposer's level of compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be beneficial to the City in terms such as functionality, utility, efficiency and effectiveness is deficient -- and/or the proposer documents, substantiates and demonstrates varying or inconsistent levels of compliance that results overall in a determination of deficient compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be beneficial to the City in terms such as functionality, utility, efficiency and effectiveness.
- 4 The proposer provides a generally deficient level of detailed and comprehensive explanations or real-life (hard-copy) illustrations of its on-line information system for systems, subsystems and services -- and/or the proposer's explanations or real-life (hard-copy) illustrations of its on-line information system are deficient in regards to complying or in the ability of the system to efficiently and effectively be modified to accommodate and comply with the City's data and informational requirements for systems, subsystems or services.

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES**

UNACCEPTABLE: (continued)

- 5 The efficiency and effectiveness of the proposer's on-line information system (in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, format and user-friendliness) is determined to be negative due to the provision of deficiently detailed or comprehensive explanations or real-life (hard-copy) illustrations -- and/or the proposer's on-line information system is determined to be deficient in regards to efficiency and effectiveness for RFP required systems, subsystems or services in terms such as public responsiveness/ customer service, ease of access, scrolling, organization and consolidation of data, integration of data, format and user-friendliness.
- 6 The proposer's documentation, substantiation and demonstration of its quality control of data is deficient -- and/or, the content of its explanations is determined to pose substantial risk or potential for disruption to the City's objectives to optimize data/information integrity..
- 7 The features and functionality of the proposer's systems, subsystems or services provides a substantial level of doubt that the City's relevant operational costs (in terms such as staffing levels, operational efficiencies, level of required oversight) would not be increased and would be effectively minimized or reduced.
- 8 The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be deficient.
- 9 The proposer provides substantial risk or potential for disruption to the City's objective to move forward on July 1, 2010, (and throughout the full term of the proposed contract) with the continued generation, development and implementation of on-going enhancements and improvements to systems, system elements and services.

**CRITERION # 2:
COMPLIANCE WITH SCOPE OF SERVICES**

UNACCEPTABLE: (continued)

- 10 The structural and data management design and approach and software(including Data Base Management System [DBMS], if applicable) of the proposer's PVPMISS (in terms such as size, volumes, scope/range of systems and operations, level of integration, sophistication, complexity, efficiency and effectiveness), in regards to:
- a) data management
 - b) how data items are related to each other
 - c) the file structure/data structure utilized by the software system
 - d) the organization, coherence, linkage and unity of the various constituent system elements
 - e) handling the large number and numerous types of transactions
 - f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
 - g) those elements of a proposer's PVPMISS that actually execute actions and events, and
 - h) ease of modification and enhancement;

are deficiently explained and documented (in terms of level of detail, clarity or and comprehensiveness) so as to provide a negative assessment of the features and benefits of the proposer's design and approach; and/or, are determined to provide an inefficient or ineffective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- or are determined to accommodate the inefficient or ineffective development and implementation of new applications, or modification or expansion of existing applications, in such a manner as would provide substantial risk or potential for disruption to the quality of performance or operation of existing applications and functions.

(7.3) COMPARATIVE CRITERION # 3:

**OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

HIGHLY ADVANTAGEOUS:

- 1 The Prime Vendor has a minimum of five (5) years direct experience in PVPMISS installations similar, comparable and analogous to Boston's, of which a minimum of three (3) years experience is within the time period July 1, 2004 through July 1, 2009.
- 2 The proposer has clearly and comprehensively detailed, described and substantiated its ability to provide an extremely efficient, effective and viable single-point-of-contract role and responsibility where the Prime Vendor will be directly overseeing, managing, administering and quality controlling the complete PVPMISS, and further, will be directly providing primary EDP systems and subsystems (e.g. database management system, all on-line systems) and directly providing and performing and/or providing via experienced and qualified secondary vendors other services and functions (e.g. data entry, microfilming, lockbox processing, mail house processing) in a highly viable, cohesive and effective manner; and in further regards to any requirements performed and provided via secondary vendors, the response clearly and comprehensively details, describes and substantiates, for an optimally efficient, effective and viable single-point-of-contract responsibility, the relationship between the Prime Vendor and secondary vendors and any and all approaches and steps that will be taken to oversee and quality control the work product and other duties and responsibilities of the secondary vendor; and moreover, the Prime Vendor has extensively demonstrated and proven its ability to provide efficient and effective similar single-point-of-contract roles and responsibilities to its other PVPMISS installations which are similar and comparable to Boston.
- 3 The response has clearly and comprehensively detailed, and described as well as substantiated the ability to provide a specific Boston Office organization that will provide the highest level of assurance that the proposer's contract management plan and service plan is extremely effective, efficient and viable and will provide the proposer with the ability to very efficiently and effectively comply with the Scope of Services of the RFP; and moreover, the proposer has extensively demonstrated and proven its ability to provide similar organizational resources and structures that comprise a Local PVPMISS Office to its other PVPMISS installations which are similar and comparable to Boston.
- 4 The response has clearly and comprehensively detailed, and described as well as substantiated the ability to provide a specific Data Center/'Head Office' organization that will provide the highest level of assurance that the proposer's contract management plan and service plan is extremely effective, efficient and viable, and will provide the proposer with the ability to very efficiently and effectively complete the Scope of Services of the RFP, and moreover, the Proposer has extensively demonstrated and proven its ability to provide similar organizational resources and structures that comprise a Data Center/'Head Office' to its other PVPMISS installations which are similar and comparable to Boston.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

HIGHLY ADVANTAGEOUS:(cont.)

- 5 The authority of the company staff directly involved in the proposed Boston contract (in particular the Boston Office, Boston PVPMISS Project Manager, the Data Center Boston PVPMISS Project Manager and key management, technical and administrative managers directly involved with the Boston PVPMISS contract) and these persons' position in the company/corporate hierarchy, in addition to their reporting relationships with the higher echelon of management, is explained in detail and provides the highest level of assurance that the project team's command of company/corporate resources is sufficient so as to complete successfully, efficiently and effectively the scope of the RFP and to optimally respond to problems and changing conditions.
- 6 The proposer clearly and specifically has committed and identified an adequate group (in terms of numbers, quality and diversity) of extensively experienced PVPMISS Boston-located and non-Boston-located Key Personnel who would be required to provide, operate and enhance Boston's PVPMISS with the highest level of effectiveness and efficiency. (Key Personnel include full-time and part-time, Prime Vendor and secondary vendors (if any) management, administrative, supervisory, technical, project management, systems analyst, programmer, operational, production, quality control specialist and any other staff who actually have significant responsibility in specific or general areas of importance to providing, operating and enhancing Boston's PVPMISS.)
- 7 All or virtually all of the Key Personnel are proven to possess a very high level of actual and direct PVPMISS experience and past performance in PVPMISS operating installations similar to Boston's in terms of complexity, volumes, types of transactions, scope / range of systems and operations, and other RFP requirements.
- 8 The proposer has provided the highest level of assurance that the specifically committed Key Personnel can reasonably be expected to be provided in terms of the proposer's depth of PVPMISS personnel and ongoing/planned PVPMISS and other contractual commitments in other municipalities, locations and installations.
- 9 The proposer has provided the highest level of assurance that it is capable of effectively providing, operating and enhancing the Boston PVPMISS with other Key Personnel in cases of staff turnover or an increase / surge in projects of the introduction of problems caused by changing conditions.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

HIGHLY ADVANTAGEOUS:(cont.)

- 10 The proposer clearly and specifically has committed an adequate group in terms of numbers, quality and diversity of Boston-based and non-Boston-based Support Personnel that would be required to provide and operate Boston's PVPMISS with optimal effectiveness and efficiency. (Support Personnel include support, clerical and technical staff for areas that include, but are not limited to, front-end processing, ticket data input, transactions update, lock-box operations, payment processing, processing and revenue controls, scheduling and controls, quality assurance, vendor billing, notice generation and mailing, computer operations, telecommunications operations and equipment maintenance.)
- 11 The effectiveness and efficiency of the proposer's project organization and the quality and depth of the proposer's PVPMISS personnel provides the highest level of assurance that the City's relevant operational costs would be optimally minimized or reduced or would not increase.
- 12 The effectiveness and efficiency of the proposer's project organization and the quality and depth of the proposer's PVPMISS personnel provides the highest level of assurance that the City would have the ability to move forward on July 1, 2010, (and throughout the full term of the proposed contract) with the development and implementation of on-going enhancements and improvements in public responsiveness and customer service, continued generation of operational efficiencies and increased revenues.
- 13 The physical location of critical facilities and personnel, not including the main Data Center, are sited for the most part in proximity (close) to City Hall so that City employees particularly involved with this contract and located at City Hall can easily and conveniently, from a time and distance perspective, inspect, monitor, quality control, access, communicate and conduct face to face meetings, etc. on a routine and ad hoc basis as needed. The evaluation will be based on an overall assessment of the locations of personnel and facilities. However, in general, to qualify for a Highly Advantageous rating, the Boston Project Manager and other key local systems personnel shall be located within approximately 1 (one) mile of City Hall; the mail sorting operation, the Lockbox and the Ticket Data Entry facilities shall be located within approximately 3 (three) miles of City Hall; a Prime Vendor PVPMISS administrative/management office shall be located within approximately 3 (three) miles of City Hall.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

HIGHLY ADVANTAGEOUS:(cont.)

- 14 The proposer has identified experienced and knowledgeable Parking and Transportation Management Personnel who would be available for occasional assistance with a variety of PVPMISS related assignments such as fine structure analysis, route analysis, organizational structures and staffing patterns, enforcement strategies, etc., vis-à-vis that personnel's perspective, knowledge and expertise of parking and transportation operations.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE AND
PERFORMANCE**

ADVANTAGEOUS:

- 1 The Prime Vendor has a minimum of three (3) years of direct experience in PVPMISS installations similar, comparable and analogous to Boston's, of which two (2) years is within the time period July 1, 2005 through July 1, 2009.
- 2 The proposer has clearly and comprehensively detailed, described and substantiated its ability to provide an efficient, effective and viable single-point-of-contract role and responsibility where the Prime Vendor will be directly overseeing, managing, administering and quality controlling the complete PVPMISS, and further, will be directly providing primary EDP systems and subsystems (e.g. database management system, all on-line systems) and directly providing and performing and/or providing via experienced and qualified secondary vendors other services and functions (e.g. data entry, microfilming, lockbox processing, mail house processing) in a highly viable, cohesive and effective manner; and in further regards to any requirements performed and provided via secondary vendors, the response clearly and comprehensively details, describes and substantiates, for an efficient, effective and viable single-point-of-contract responsibility, the relationship between the Prime Vendor and secondary vendors and any and all approaches and steps that will be taken to oversee and quality control the work product and other duties and responsibilities of the secondary vendor; and moreover, the Prime Vendor has adequately demonstrated and proven its ability to provide efficient and effective similar single-point-of-contract roles and responsibilities to its other PVPMISS installations which are similar and comparable to Boston.
- 3 The response has detailed, and described as well as substantiated the ability to provide a Specific Boston Office organization that will provide a high level of assurance that the proposer's contract management plan and service plan is effective, efficient and viable and will provide the proposer with the ability to efficiently and effectively comply with the Scope of Services of the RFP; and moreover, the proposer has adequately demonstrated and proven its ability to provide similar organizational resources and structures that comprise a Local PVPMISS Office to its other PVPMISS installations which are similar and comparable to Boston.
- 4 The response has clearly and comprehensively detailed, and described as well as substantiated the ability to provide a specific Data Center/'Head Office' organization that will provide a high level of assurance that the proposer's contract management plan and service plan is effective, efficient and viable, and will provide the proposer with the ability to efficiently and effectively complete the Scope of Services of the RFP, and moreover, the proposer has adequately demonstrated and proven its ability to provide similar organizational resources and structures that comprise a Data Center/'Head Office' to its other PVPMISS installations which are similar and comparable to Boston.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE AND
PERFORMANCE**

ADVANTAGEOUS: (cont.)

- 5 The authority of the company staff directly involved in the proposed Boston contract (in particular the Boston Office, Boston PVPMISS Project Manager, the Data Center Boston PVPMISS Project Manager and key management, technical and administrative managers directly involved with the Boston PVPMISS contract) and these persons' position in the company/corporate hierarchy, in addition to their reporting relationships with the higher echelon of management, is explained in detail and provides a high level of assurance that the project team's command of company/corporate resources is sufficient so as to complete successfully, efficiently and effectively the scope of the RFP and to optimally respond to problems and changing conditions.
- 6 The proposer has clearly and specifically committed and identified an adequate group (in terms of numbers, quality and diversity) of experienced PVPMISS Boston-located and non-Boston-located Key Personnel that would be required to provide, operate and enhance Boston's PVPMISS with a high level of effectiveness and efficiency.
- 7 A very extensive number of the Key Personnel are proven to possess a high level of actual and direct PVPMISS experience and past performance in PVPMISS operating installations similar to Boston's in terms of complexity, volumes, types of transactions, scope / range of systems and operations, and other RFP requirements.
- 8 The proposer has provided a high level of assurance that the specifically committed Key Personnel can reasonably be expected to be provided in terms of the proposer's depth of PVPMISS personnel and ongoing/planned PVPMISS and other contractual commitments in other municipalities, locations and installations.
- 9 The proposer has provided a high level of assurance that it is capable of effectively providing , operating and enhancing the Boston PVPMISS with other Key Personnel in cases of staff turnover or an increase / surge in projects of the introduction of problems caused by changing conditions.
- 10 The proposer has clearly and specifically committed an adequate group in terms of numbers, quality and diversity of Boston-based and non-Boston-based Support Personnel that would be required to provide and operate Boston's PVPMISS with a high level of effectiveness and efficiency.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

ADVANTAGEOUS: (cont.)

- 11 The effectiveness and efficiency of the proposer's project organization and the quality and depth of the proposer's PVPMISS personnel provides a high level assurance that the City's relevant operational costs would be optimally minimized or reduced or would not increase.
- 12 The effectiveness and efficiency of the proposer's project organization and the quality and depth of the proposer's PVPMISS personnel provides a high level of assurance that the City would have the ability to move forward on July 1, 2010, (and throughout the full term of the proposed contract) with the development and implementation of on-going enhancements and improvements public responsiveness and customer service, continued generation of operational efficiencies and increased revenue.
- 13 The physical location of critical facilities and personnel, not including the main Data Center, are sited for the most part in proximity (close) to City Hall so that City employees particularly involved with this contract and located at City Hall can easily and conveniently, from a time and distance perspective, inspect, monitor, quality control, access, communicate and conduct face to face meetings, etc. on a routine and ad hoc basis as needed. The evaluation will be based on an overall assessment of the locations of personnel and facilities. However, in general, to qualify for an Advantageous rating, the Boston Project Manager and other key local systems personnel shall be located within approximately 1 (one) and 2 (two) miles of City Hall; the mail sorting operation, the Lockbox and the Ticket Data Entry facilities shall be located within approximately 3 (three) and 5 (five) miles of City Hall; a Prime Vendor PVPMISS administrative/management office shall be located within approximately 3 (three) and 5 (five) miles of City Hall.
- 14 The proposer has identified experienced and knowledgeable Parking and Transportation Management Personnel who would be available for occasional assistance with a variety of PVPMISS related assignments such as fine structure analysis, route analysis, organizational structures and staffing patterns, enforcement strategies, etc., vis-à-vis that personnel's perspective, knowledge and expertise of parking and transportation operations.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

NOT ADVANTAGEOUS:

- 1 The Prime Vendor has less than three (3) years direct experience in PVPMISS installations similar, comparable and analogous to Boston's, and/or less than two (2) years experience is within the time period July 1, 2005 through July 1, 2009.
- 2 The proposer has detailed, described and substantiated its ability to provide only a marginally efficient, effective and viable single-point-of-contract role and responsibility where the Prime Vendor will be directly overseeing, managing, administering and quality controlling the complete PVPMISS, and further, will be directly providing primary EDP systems and subsystems (e.g. database management system, all on-line systems) and directly providing and performing and/or providing via secondary vendors other services and functions (e.g. data entry, microfilming, lockbox processing, mail house processing) in a viable, cohesive and effective manner; and/or, in further regards to any requirements performed and provided via secondary vendors, the response details, describes and substantiates, for only a marginally efficient, effective and viable single-point-of-contract responsibility, the relationship between the Prime Vendor and secondary vendors and any and all approaches and steps that will be taken to oversee and quality control the work product and other duties and responsibilities of the secondary vendor; and/or, the Prime Vendor has only marginally demonstrated and proven its ability to provide efficient and effective similar single-point-of-contract roles and responsibilities to its other PVPMISS installations which are similar and comparable to Boston.
- 3 The response has detailed, and described as well as substantiated the ability to provide a specific Boston Office organization that will provide only a marginal level of assurance that the proposer's contract management plan and service plan is effective, efficient and viable and will provide the proposer with the ability to efficiently and effectively comply with the Scope of Services of the RFP; and/or, the proposer has only marginally demonstrated and proven its ability to provide similar organizational resources and structures that comprise a Local PVPMISS Office to its other PVPMISS installations which are similar and comparable to Boston.
- 4 The response has detailed, and described as well as substantiated the ability to provide a specific Data Center/'Head Office' organization that will provide only a marginal level of assurance that the proposer's contract management plan and service plan is effective, efficient and viable, and will provide the proposer with the ability to efficiently and effectively complete the Scope of Services of the RFP, and/or, the Proposer has only marginally demonstrated and proven its ability to provide similar organizational resources and structures that comprise a Data Center/'Head Office' to its other PVPMISS installations which are similar and comparable to Boston.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

NOT ADVANTAGEOUS: (cont.)

- 5 The authority of the company staff directly involved in the proposed Boston contract (in particular the Boston Office, Boston PVPMISS Project Manager, the Data Center Boston PVPMISS Project Manager and key management, technical and administrative managers directly involved with the Boston PVPMISS contract) and these persons' position in the company / corporate hierarchy, in addition to their reporting relationships with the next higher echelon of management is determined to provide a marginal level of assurance that the project team's command of company / corporate resources is sufficient so as to successfully complete the scope of the RFP and to adequately respond to problems and changing conditions.
- 6 The proposer has committed and identified a marginally acceptable group (in terms of numbers, quality and diversity) of experienced PVPMISS Boston located and non-Boston located Key Personnel that would be required to provide, operate and enhance Boston's PVPMISS with adequate effectiveness and efficiency.
- 7 A marginally acceptable number of Key Personnel are proven to possess an adequate level of actual and direct PVPMISS experience and past performance in PVPMISS operating environments similar to Boston's in terms of complexity, volumes, types of transactions, scope/ range of systems and operations and other EDP requirements.
- 8 The proposer has provided a marginal level of assurance that the specifically committed Key Personnel can reasonably be expected to be provided in terms of the proposer's depth of PVPMISS personnel and on-going planned PVPMISS activity and other contractual commitments in other municipalities and installations.
- 9 The proposer has provided a marginal level of assurance that it is capable of effectively providing, operating and enhancing the Boston PVPMISS with other Key Personnel in cases of staff turnover or an increase / surge in projects or the introduction of problems caused by changing conditions.
- 10 The proposer has committed a marginally acceptable number of diverse and qualified Boston based and non-Boston based Support Personnel that would be required to provide and operate Boston's PVPMISS with adequate effectiveness and efficiency.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

NOT ADVANTAGEOUS:(cont.)

- 11 The proposer's project organization and the quality and depth of the proposer's identified Key and Support PVPMISS Personnel provide a marginal level of assurance that the City's relevant operational costs would be adequately minimized or reduced or would not increase.

- 12 The proposer's project organization and the quality and depth of the proposer's identified Key and Support PVPMISS Personnel provide a marginal level of assurance that the City would have the ability to move forward on July 1, 2010 (and throughout the full term of the proposed contract) with the development and implementation of on-going enhancements and improvements in public responsiveness and customer service, continued generation of operational efficiencies and increased revenues.

- 13 The physical location of critical facilities and personnel, not including the main Data Center, are sited only marginally, for the most part, in proximity (close) to City Hall so that City employees particularly involved with this contract and located at City Hall can only to a very marginal extent, easily and conveniently, from a time and distance perspective, inspect, monitor, quality control, access, communicate and conduct face to face meetings, etc. on a routine and ad hoc basis as needed. The evaluation will be based on an overall assessment of the locations of personnel and facilities. However, in general, to qualify for a Not Advantageous rating, the Boston Project Manager and other key local systems personnel shall be located within approximately 2 (two) and 5 (five) miles of City Hall; and/or the mail sorting operation, the Lockbox and the Ticket Data Entry facilities shall be located within approximately 5 (five) and 10 (ten) miles of City Hall; and/or a Prime Vendor PVPMISS administrative/management office shall be located within approximately 5 (five) and 10 (ten) miles of City Hall.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

UNACCEPTABLE:

- 1 The Prime Vendor has less than two (2) years direct experience in PVPMISS installations similar, comparable and analogous to Boston's, and less than one (1) year experience within the time period July 1, 2006 through July 1, 2009.
- 2 The proposer has detailed, described and substantiated its ability to provide only a generally deficient single-point-of-contract role and responsibility where the Prime Vendor will be directly overseeing, managing, administering and quality controlling the complete PVPMISS, and further, will be directly providing the Prime Vendor-preferably developed, primary EDP systems and subsystems (e.g. database management system, all on-line systems) and directly providing and performing and/or providing via secondary vendors other services and functions (e.g. data entry, microfilming, lockbox processing, mail house processing) in a viable, cohesive and effective manner; and/or, in further regards to any requirements performed and provided via secondary vendors, the response details, describes and substantiates, for only a deficient single-point-of-contract responsibility, the relationship between the Prime Vendor and secondary vendors and any and all approaches and steps that will be taken to oversee and quality control the work product and other duties and responsibilities of the secondary vendor; and/or, the Prime Vendor has not sufficiently demonstrated and proven its ability to provide efficient and effective similar single-point-of-contract roles and responsibilities to its other PVPMISS installations which are similar and comparable to Boston.
- 3 The proposal's detail, documentation, substantiation and demonstration of specific Boston Office organization is generally deficient in clarity and detail so as to provide a negative assessment that the proposer's contract management plan and service plan is effective, efficient and viable and will provide the proposer with the ability to efficiently and effectively comply with the Scope of Services of the RFP; and/or, the proposer has been generally deficient in demonstrating and proving its ability to provide similar organizational resources and structures that comprise a Local PVPMISS Office to its other PVPMISS installations which are similar and comparable to Boston.
- 4 The proposal's detail, documentation, substantiation and demonstration of specific a specific Data Center/'Head Office' with personnel and organization is generally deficient in clarity and detail so as to provide a negative assessment that the proposer's contract management plan and service plan is effective, efficient and viable, and will provide the proposer with the ability to efficiently and effectively complete the Scope of Services of the RFP, and/or, the proposer has been generally deficient in demonstrating and proving its ability to provide similar organizational resources and structures that comprise a Data Center/'Head Office' to its other PVPMISS installations which are similar and comparable to Boston.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

UNACCEPTABLE: (cont.)

- 5 The authority of the company staff directly involved in the proposed Boston contract (in particular the Boston Office, Boston PVPMISS Project Manager, the Data Center Boston PVPMISS Project Manager and key management, technical and administrative managers directly involved with the Boston PVPMISS contract) and these persons' position in the company / corporate hierarchy in addition to their reporting relationships with the higher echelon of management, is determined to provide an inadequate level of assurance that the project team's command of company / corporate resources is sufficient so as to complete successfully the scope of the RFP and to adequately respond to problems and changing conditions.
- 6 The proposer has identified and committed an inadequate group (in terms of numbers, quality and diversity) of experienced PVPMISS Boston located and non-Boston located Key Personnel that would be required to provide, operate and enhance Boston's PVPMISS with adequate effectiveness and efficiency.
- 7 An inadequate number of Key Personnel are proven to possess an adequate level of actual and direct PVPMISS experience and past performance in PVPMISS operating environments similar to Boston's in terms of complexity, volumes, types of transactions, scope/range of systems and operations, and other RFP requirements or most Key Personnel are proven to possess an inadequate level of actual and direct PVPMISS experience and past performance in PVPMISS operating environments similar to Boston's in terms of complexity, volumes, types of transactions, scope/range of systems and operations and other RFP requirements.
- 8 The proposer has provided an inadequate level of assurance that the specifically committed Key Personnel can reasonably be expected to be provided in terms of the proposer's depth of PVPMISS personnel and other contractual commitments in other municipalities.
- 9 The proposer has provided an inadequate level of assurance that it is capable of effectively providing, operating and enhancing the Boston PVPMISS with other Key Personnel in cases of staff turnover or an increase/ surge in projects or the introduction of problems caused by changing conditions.
- 10 The proposer has committed an inadequate number of diverse and qualified Boston based and non-Boston based Support Personnel that would be required to provide and operate Boston's PVPMISS with adequate effectiveness and efficiency.

**CRITERION #3:
OPERATION/MANAGEMENT PLAN AND PLAN OF SERVICES AND
PERSONNEL DEPTH, QUALIFICATIONS, EXPERIENCE
AND PERFORMANCE**

UNACCEPTABLE (cont.):

- 11 The proposer's project organization and the quality and depth of the proposer's identified Key and Support PVPMISS Personnel provide an inadequate level of assurance that the City's relevant operational costs would be minimized or reduced or would not increase.

- 12 The proposer's project organization and the quality and depth of the proposer's identified Key and Support PVPMISS Personnel provide an inadequate level of assurance that the City would have the ability to move forward on July 1, 2010 (and throughout the full term of the proposed contract) with the development and implementation of ongoing enhancements and improvements in public responsiveness and customer service, continued generation of operational efficiencies and increased revenues.

- 13 The physical location of critical facilities and personnel, not including the main Data Center, are generally not sited for the most part, in proximity (close) to City Hall so that City employees particularly involved with this contract and located at City Hall cannot easily and conveniently, from a time and distance perspective, inspect, monitor, quality control, access, communicate and conduct face to face meetings, etc. on a routine and ad hoc basis as needed. The evaluation will be based on an overall assessment of the locations of personnel and facilities. However, in general, to qualify for an Unacceptable rating, the Boston Project Manager and other key local systems personnel shall be located beyond approximately 5 (five) miles of City Hall; and/or the mail sorting operation, the Lockbox, the Ticket Data Entry facilities shall be located beyond approximately 10 (ten) miles of City Hall; and/or a Prime Vendor PVPMISS administrative/management office shall be located beyond approximately 10 (ten) miles of City Hall.

(7.4) COMPARATIVE CRITERION # 4:

**RMV INTERFACE EXPERIENCE, KNOWLEDGE, CAPABILITY AND
DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE**

CRITERION # 4:
RMV INTERFACE EXPERIENCE, KNOWLEDGE, CAPABILITY AND
DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

HIGHLY ADVANTAGEOUS:

- 1 The proposer comprehensively and clearly documents, substantiates and demonstrates extensive previous and current direct experience, knowledge and capabilities and excellent performance and effectiveness with the City's RMV interface requirements based upon their provision and operation in PVPMISS installations similar and comparable to Boston (in terms such as size, volumes, use and manipulation of RMV data, sophistication, number/types/frequency of transactions, edits and quality controls) and provides the highest level of assurance that the proposer can minimize disruption or risk to the City's current level and quality of enforcement and customer service/public responsiveness components and efforts and collection rates.
- 2 The proposer comprehensively and clearly documents, substantiates and demonstrates extensive PVPMISS interface experience, knowledge and capabilities and excellent PVPMISS interface performance and effectiveness with the Massachusetts RMV and provides the highest degree of assurance that disruption or risk to the City's current level and quality of Massachusetts RMV interface services (in terms such as on-line access, registrant identification, non-renewal mark and clear, and adaptation to RMV changes) can be prevented or extremely minimized throughout the full term of the proposed contract period.
- 3 The proposer comprehensively and clearly documents, substantiates and demonstrates extensive PVPMISS interface experience, knowledge and capabilities and excellent PVPMISS interface performance and effectiveness with numerous Non-Massachusetts RMVs and provides the highest degree of assurance that disruption or risk to the City's current level and quality of Non-Massachusetts RMV interface services (in terms such as registrant identification and adaptation to RMV changes) can be prevented or extremely minimized throughout the full term of the proposed contract period.
- 4 The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be optimal.

CRITERION # 4:
RMV INTERFACE EXPERIENCE, KNOWLEDGE, CAPABILITY AND
DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

ADVANTAGEOUS:

- 1 The proposer comprehensively and clearly documents, substantiates and demonstrates extensive previous and current direct experience, knowledge and capabilities and good performance and effectiveness with the City's RMV interface requirements based upon their provision and operation in PVPMISS installations similar and comparable to Boston (in terms such as size, volumes, use and manipulation of RMV data, sophistication, number/types/frequency of transactions, edits and quality controls) and provides a high level of assurance that the proposer can minimize disruption or risk to the City's current level and quality of enforcement and customer service/public responsiveness components and efforts and collection rates.
- 2 The proposer comprehensively and clearly documents, substantiates and demonstrates extensive PVPMISS interface experience, knowledge and capabilities and good PVPMISS interface performance and effectiveness with the Massachusetts RMV and provides a high degree of assurance that disruption or risk to the City's current level and quality of Massachusetts RMV interface services (in terms such as on-line access, registrant identification, non-renewal mark and clear, and adaptation to RMV changes) can be prevented or extremely minimized throughout the full term of the proposed contract period.
- 3 The proposer comprehensively and clearly documents, substantiates and demonstrates extensive PVPMISS interface experience, knowledge and capabilities and good PVPMISS interface performance and effectiveness with numerous Non-Massachusetts RMVs and provides a high degree of assurance that disruption or risk to the City's current level and quality of Non-Massachusetts RMV interface services (in terms such as registrant identification and adaptation to RMV changes) can be prevented or extremely minimized throughout the full term of the proposed contract period.
- 4 The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be good.

CRITERION # 4:
RMV INTERFACE EXPERIENCE, KNOWLEDGE, CAPABILITY AND
DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

NOT ADVANTAGEOUS:

- 1 The proposer's detail, documentation, substantiation and demonstration of previous and current direct experience, knowledge, capabilities and performance with the City's RMV's interface requirements based upon their provision and operation in PVPMISS installations similar and comparable to Boston (in such terms as size, volumes, use and manipulation of RMV data, sophistication, number/types/frequency of transactions, edits and quality controls) is sufficiently unclear or lacks details required to adequately assess the relative value of the proposer's experience or performance above a marginal level;

AND/OR

The depth and/or duration of similar and comparable to Boston experience (in terms such as size, volumes, etc.) -- or the quality of performance and effectiveness with the City's RMV interface requirements -- is only marginal or is determined to pose undue risk or potential for disruption to the City's current level and quality of enforcement and customer service/public responsiveness components and efforts or collection rates.

- 2 The proposer's detail, documentation, substantiation and demonstration of previous and current direct interface experience, knowledge, capabilities and performance with the Massachusetts RMV is sufficiently unclear or lacks details required to adequately assess the relative value of the proposer's experience or performance above a marginal level;

AND/OR

The depth and/or duration of Massachusetts RMV interface experience -- or the quality of performance and effectiveness of Massachusetts RMV interface experience -- is only marginal or is determined to pose undue risk or potential for disruption to the City's current level and quality of Massachusetts RMV interface services (in terms such as on-line access, registrant identification, non-renewal mark and clear, and adaptation to RMV changes).

CRITERION # 4:
RMV INTERFACE EXPERIENCE, KNOWLEDGE, CAPABILITY AND
DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

NOT ADVANTAGEOUS: (continued)

- 3 The proposer's detail, documentation, substantiation and demonstration of previous and current direct interface experience, knowledge, capabilities and performance with Non-Massachusetts RMVs is sufficiently unclear or lacks details required to adequately assess the relative value of the proposer's experience or performance above a marginal level;

AND/OR

The depth and/or duration of Non-Massachusetts RMVs interface experience (in particular, with the following RMVs in order of priority: New Hampshire, New York, Connecticut, Rhode Island, New Jersey, Maine, Pennsylvania, Florida and California) -- or the quality of performance and effectiveness of Non-Massachusetts RMVs interface experience -- is only marginal or is determined to pose undue risk or potential for disruption to the City's current level and quality of Non-Massachusetts RMV interface services (in terms such as registrant identification and adaptation to RMV changes).

- 4 The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be only marginal.

CRITERION # 4:
RMV INTERFACE EXPERIENCE, KNOWLEDGE, CAPABILITY AND
DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

UNACCEPTABLE:

- 1 The proposer's detail, documentation, substantiation and demonstration of previous and current direct experience, knowledge, capabilities, performance or effectiveness with the City's RMV interface requirements based upon their provision and operation in PVPMISS installations similar and comparable to Boston (in such terms as size, volumes, use and manipulation of data, sophistication, number/types/frequency of transactions, edits and quality controls) is deficient so as to provide a negative assessment of the relative value of the proposer's experience, capability, qualifications or performance;

AND/OR

The level of similar and comparable to Boston experience (in terms such as size, volumes, etc.) -- or the quality of performance and effectiveness with the City's RMVs interface requirements -- is determined to be deficient or to provide substantial risk or potential for disruption to the City's current level and quality of enforcement and customer service/public responsiveness components and efforts or collection rates.

- 2 The proposer's detail, documentation, substantiation and demonstration of previous and current direct interface experience, knowledge, capabilities, performance or effectiveness with the Massachusetts RMV is deficient so as to provide a negative assessment of the relative value of the proposer's experience, capability, qualifications or performance;

AND/OR

The level of Massachusetts RMV interface experience -- or the quality of performance and effectiveness of Massachusetts RMV interface experience -- is determined to be deficient or to provide substantial risk or potential for disruption to the City's current level and quality of Massachusetts RMV interface services (in terms such as on-line access, registrant identification, non-renewal mark and clear, and adaptation to RMV changes).

CRITERION # 4:
RMV INTERFACE EXPERIENCE, KNOWLEDGE, CAPABILITY AND
DEMONSTRATED EFFICIENT AND EFFECTIVE PERFORMANCE

UNACCEPTABLE: (continued)

- 3 The proposer's detail, documentation, substantiation and demonstration of previous and current direct interface experience, knowledge, capabilities, performance or effectiveness with Non-Massachusetts RMVs is deficient so as to provide a negative assessment of the relative value of the proposer's experience, capability, qualifications or performance;

AND/OR

The level of Non-Massachusetts RMVs interface experience (in particular, with the following RMVs in order of priority: New Hampshire, New York, Connecticut, Rhode Island, New Jersey, Maine, Pennsylvania, Florida and California) -- or the quality of performance and effectiveness of Non-Massachusetts RMVs interface experience -- is determined to be deficient or to provide substantial risk or potential for disruption to the City's current level and quality of Non-Massachusetts RMV interface services (in terms such as registrant identification and adaptation to RMV changes).

- 4 The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be deficient.

SECTION 8.0

INSTRUCTIONS FOR THE COMPOSITION OF THE
TECHNICAL (NON-PRICE) PROPOSAL AND INFORMATION
RELATING TO THE EVALUATION THEREOF

SECTION 8.0

INSTRUCTIONS FOR THE COMPOSITION OF THE TECHNICAL (NON-PRICE) PROPOSAL AND INFORMATION RELATING TO THE EVALUATION THEREOF

(8.1) Sources of Information for Evaluating Proposals in Accordance With the Comparative Criteria

To obtain the understanding required to evaluate a proposal and to recommend proposal selection and contract award, the City shall obtain information and knowledge about the ability of a proposer to provide and operate the PVPMISS and perform all related services in a manner that will be more advantageous to the City than that of any other proposers. The City shall gather this knowledge from the sources described below. The anticipated time frame within which the City shall gather this information and within which proposers shall accommodate the City is set forth in section 3.0 of this RFP, paragraph 3.13, 'Tentative Schedule of Events' ('Evaluation of Proposals'). The City reserves the right to extend or modify said time frame.

It is very important to note that the written proposal, largely consisting of items 'a', 'b', and 'c', below, may be the primary source of information and knowledge utilized by the Evaluation Committee.

The above mentioned sources of information and knowledge for the evaluation of proposals are:

- a) **RESPONSE TO THE SCOPE OF SERVICES:** Constitutes the proposers' responses to the substantial detail, requirements and objectives of the City set forth in the Scope of Services section of the RFP. It is of the utmost importance for proposers to be as detailed, comprehensive and clear as possible in their responses to the Scope of Services.
- b) **RESPONSE FORMS AND QUESTIONNAIRES:** Constitutes the proposers' provision of and responses to the various forms, resumes, and questionnaires required by the City. It is of the utmost importance for proposers to be as detailed, comprehensive and clear as possible in their responses to the forms and questionnaires.

- c) **DOCUMENTATION:** Constitutes the proposers' description and provision of actual documentation relative to each RFP system or service (with the emphasis on systems) such as: user guides/manuals for on-line systems viewing, on-line systems processing, MIS and other reports, etc.; user-oriented system processing explanations; user-oriented criteria and condition statements for system activities, events and functions; user-oriented functional specifications and descriptions of software programs and relationships between different programs; user- oriented descriptions of operational service functions; etc. These sources of information are essential relative to the City's ability to obtain critical information concerning a proposer's capabilities. This documentation is crucial in and of itself as the success of any entire system relies on the formal descriptions of how, what, when, where, and why components in the system work. Furthermore, this documentation will help support and demonstrate similarity and comparability, assess flexibility and functionality, and assess the amount and scope of revisions and/or new efforts that will be required to have the PVPMISS operational July 1, 2010 in Boston. It therefore benefits proposers to provide detailed, reader-friendly and comprehensive documentation.

- d) **REFERENCES AND EXPERIENCE VERIFICATION:** The Evaluation Committee may / shall likely contact by telephone and/or writing (and reserves the right to visit) PVPMISS customer references to help determine and verify the quality, timeliness, accuracy, overall responsiveness, depth, and relevance of previous and/or current work. This investigation shall also focus on the degree to which proposers' written proposals conform to the information gathered by references. The credibility of a proposal can be called into question if reference investigations reveal a situation that is not accurately depicted in the written proposal.

- e) **DEMONSTRATIONS and ORAL PRESENTATIONS:** Depending upon circumstances, and solely at its discretion, the City reserves the right to require proposers to perform, at Boston City Hall, in-depth demonstrations of the proposed on-line PVPMISS computer system, in addition to oral presentations concerning those elements of the Scope of Services relating to services and 'transparent' data processing issues, such as edits and controls, system flexibility, etc. The credibility of a proposal can be called into question if system demonstrations or oral presentations reveal a situation that is not accurately depicted in the written proposal. Proposers are cautioned that the City is not required to hold demonstrations or oral presentations. It therefore benefits a proposer to be as detailed, comprehensive and clear as possible in its response to the Scope of Services and the response forms and questionnaires and to provide adequate documentation.

- f) **SITE VISITS:** Depending upon circumstances, and solely at its discretion, the City reserves the right to conduct a minimum of one (1) comprehensive site visit to an actual PVPMISS installation(s) designated by a proposer to be most similar and comparable to Boston's PVPMISS system and service requirements in terms such as size, types and volumes of transactions, sophistication, etc. The credibility of a proposal can be called into question in the event a site visit reveals a situation that is not accurately depicted in the written proposal. Proposers are cautioned that the City is not required to conduct a site visit. It therefore benefits a proposer to be as detailed, comprehensive and clear as possible in its response to the Scope of Services and the response forms and questionnaires and to provide adequate documentation.
- g) **CLARIFICATION OF PROPOSALS:** Any proposer may be required to clarify (in writing) its proposal with the Evaluation Committee at any time during the procurement process. Proposers are cautioned that the Evaluation Committee is not required to seek clarification of proposer's proposals. It therefore benefits a Proposer to be as detailed, comprehensive, clear and unambiguous as possible in its response to the Scope of Services and response forms and questionnaires and to provide adequate documentation.
- h) **INFORMATION NOT SUPPLIED BY PROPOSERS:** Please be aware that the City may use, solely at its discretion, sources of information not supplied by the proposer concerning the proposer's ability to perform the work specified in this RFP. Such sources may include current or past customers of the organization; current or past suppliers; articles from data processing, governmental and related publications; articles from other published sources such as industry newsletters or from nonpublished sources made available to the City. Depending upon circumstances, the City's decision to use, or not to use, such sources of information concerning the ability to perform the work specified in this RFP may be contingent upon the reasonable verification of such information and/or answers received in response to written questions submitted to the proposer by the City regarding such information.

(8.2) Overview of Instructions to Proposers to be Adhered to in the Composition and Provision of the Technical Written Proposal

To allow for the comparative analysis and evaluation of proposals, it is required that a uniform format be employed in structuring each proposal. The proposer's degree of compliance with the requirements of this RFP will be a factor in the subsequent evaluation of its proposal. The City reserves the right to not consider for detailed study proposals with substantive deviations or omissions.

The written proposal shall consist primarily of a response to the following as well as the provision of required documentation:

- a) each Scope of Services section and each item, requirement and specification within each section,
- b) each response form and questionnaire and each item within each form and questionnaire,

Proposer's responses to 'a' and 'b' above should be presented in a detailed, comprehensive, clear and concise manner so that all features, attributes and benefits of the proposer's experience, knowledge, expertise, systems and services can be fully ascertained.

Proposers are advised that each response should fully satisfy the relevant item, requirement or specification. Proposers should not expect the City to draw inferences from vague proposal responses, to routinely cross reference other sections of proposals, or to simply accept at 'face value' marketing oriented statements purporting advantageous systems or services without providing justification and support for said claims.

The City desires to obtain a high quality, extremely unified and integrated PVPMISS that has the functionality, utility and flexibility to meet the high standards of the City. The City also expects this PVPMISS to be highly cost effective and cost justifiable and to enhance the City's parking management related activities.

(8.3) Detailed Instructions to Proposers to be Adhered to in the Composition and Provision of the Technical Written Proposal:
Response to the Scope of Services and Provision of Documentation

The City needs to know a great deal of information about the PVPMISS being proposed. Therefore, in specific regards to the information, requirements and specifications comprising the Scope of Services section of this RFP (Section 4.0), the proposer's responses should include but not be limited to:

- 1) For **each section** of the Scope of Services, a summary, inclusive and effective-date specific statement(s) of complete compliance with the specifications and requirements therein that cover each and every item, task, deliverable, etc. If compliance is in any way conditional or exceptions are taken to any items, etc., within a specific Scope of Services section, then those conditional or exception items, etc., shall be clearly cited in a separate summary statement(s) which shall specifically reference the title and numbered paragraph (from the Scope of Services) of the item, etc. The summary statement(s) shall also include a brief/summary reason, alternate effective date, etc. A detailed and thorough discussion of the conditional or exception item, etc., along with any and all reasons and alternate delivery dates, approaches, etc., is required in a separate section of any submitted proposal. Said section shall be clearly titled "Exceptions or Conditional Compliance with the RFP".

The summary statement(s) referred to above shall include the page and paragraph number (or alternate indexing method) within the "Exceptions or Conditional Compliance with the RFP" section of the proposal where the detailed and thorough discussion of the conditional or exception item, etc., can be found. Proposers should refer to the paragraph titled "Exceptions to the RFP" which is set forth in section '8.5.8' of the RFP.

Proposers are reminded that if a statement(s) of conditional compliance or exception is provided, a separate statement(s) of compliance covering all non-conditional or non-exception items is required.

- 2) A detailed, thorough, comprehensive, specific and clear written description and discussion of, and reply to, each system element, feature, service, etc., required under the Scope of Services.

Said written description and discussion of, and reply to, each system element, etc., shall specifically reference the title and numbered paragraph (from the Scope of Services) of the item, etc., being responded to.

Said written description and discussion shall include, but is not limited to: the scope and particular features and benefits related to the proposer's provision of each element, feature, service, etc.; detailed information relative to criteria and conditions associated with the processing and activities of the PVPMISS; detailed descriptions of functionality and utility; etc.; vis-a-vis the City's needs as defined in the Scope of Services.

In addition, and of particular importance to the City, said written description and discussion shall include the provision of pictorial presentations of actual on-line and other output relevant to the item, etc., under discussion. Said output and product samples should be included for as many items as possible. Otherwise, the City will be unable to adequately evaluate a particular item, etc., and shall be obligated to assume that said item, etc., does not exist or cannot be delivered as required. From a format perspective, the City desires that said output and product samples be integrated with the text of the proposal. At a minimum, such pictorials shall be included on separate pages within the relevant section of the Scope of Services being responded to. If such pictorials do not represent actual data or originate from a test or demonstration system, the proposer shall so note this along with the provision of that/those particular pictorials.

- 3) As part of the written description and discussion of each numbered paragraph for a system element, feature, service, etc., within the Scope of Services, a proposer shall include information on its provision and operation of proven and established PVPMISS' similar and analogous to the PVPMISS required by the City of Boston with similar and comparable system elements, features, services, etc.

In presenting such information, a proposer should reference and provide information for up to three (3) PVPMISS installations. For each similar and comparable PVPMISS system element, feature, service, etc., the proposer should provide information that will confirm the similarity and comparability -- such as the identity of the location/client (e.g., name of the city); the number of parking tickets issued annually; the number and types of transactions typical for a year; the length of time the element, feature, service, etc., has been provided, and; an adequate explanation and clarification relative to the similarity and comparability to the City of Boston's needs and requirements. Proposers may state and present alternative experiences to actual PVPMISS experience relative to services and systems which they believe offers equivalent experience by some other means, and the City at its sole discretion will review and consider whether the proposed alternative achieves equivalent experience and performance.

- 4) A detailed, thorough, comprehensive specific and clear description and discussion of the work to be performed on the proposer's PVPMISS for each item, task, deliverable, etc., so that the effective date requirement can be met with all required functionality, requirements, and benefits, and the resources that are required and will be provided for each item, task, deliverable, etc. Said description and discussion should demonstrate the proposer's understanding of the project, knowledge, technical skills, and ability to develop, customize, implement, manage and operate services and systems to meet the City's objectives as stated in this RFP.
- 5) A thorough and comprehensive statement regarding the proposer's assessment of the difficulties, major or otherwise (if any), anticipated in properly completing the systems and services required. The statement should also clearly indicate what exact aspects, parts, features, benefits, etc., relating to specific systems and services will/may not be provided immediately on July 1, 2010. (In regards to conversion, the statement should clearly indicate information that can or can not be converted or when converted cannot be immediately utilized as intended.)
- 6) For **each PVPMISS system or subsystem**, in addition to those 'transparent' system components that serve to integrate and allow for 'communication' or sharing of data between various systems, a detailed and comprehensive description of available documentation. (As previously defined, documentation constitutes: user guides/manuals for on-line systems viewing, on-line systems processing, MIS and other reports, etc.; user-oriented system processing explanations; user-oriented criteria and condition statements for system activities, events and functions; user-oriented functional specifications and descriptions of software programs and relationships between different programs; user-oriented descriptions of operational service functions; etc.) Said description of documentation shall also provide an index as to where (what pages of what document, etc.) in the proposers' documentation a particular system or subsystem is described. Alternatively, Proposers can integrate the documentation into their Scope of Services response, etc. The objective is to provide, at a minimum, a convenient method of indexing the material.

Furthermore, proposers shall provide the actual documentation for systems and subsystems. In the event that certain of this documentation represents trade secrets or proprietary information, the Proposers shall make said material available to the City at a location to be determined by a Proposer, so long as said location is situated within approximately a one (1) mile radius from Boston City Hall. Proposers shall allow evaluators unrestricted access, for the purposes of review and 'note-taking', to said documentation during the hours of 9:00 a.m. and 5:00 p.m., from Monday through Friday (excluding holidays), during the evaluation phase of this RFP. The before mentioned access for any single review visit shall be arranged a minimum of twenty-four (24) hours prior to said visit.

(8.4) Detailed Instructions to Proposers to be Adhered to in the Composition and Provision of the Technical Written Proposal: **Response to Response Forms and Questionnaires**

In specific regards to the completion of response forms and questionnaires, the City requires information, narratives, organizational charts, etc., specific to that form or questionnaire, such as:

- information on direct experience in the successful design and implementation of similar and comparable PVPMISS';
←
- information on direct experience in the successful provision and operation of similar and comparable PVPMISS';
←
- past performance with regard to meeting cost, **schedule**, and technical proposal requirements with similar and comparable PVPMISS';
←
- employee PVPMISS experience and expertise and resumes;
←
- Plan of Service/Management Plan
←
- etc.

Where not self-explanatory, instructions to proposers regarding the provision of such information are provided with the form or questionnaire. As a general guideline, the proposers' provision of said information shall be detailed, comprehensive and clear.

A listing of the response forms and questionnaires is set forth on the following page. Copies of the actual forms/questionnaires appear beginning on page 525 of this RFP.

Please note that forms number 1 through 3 as they appear in this RFP have been reduced, for packaging purposes, from their actual size of 8.5" x 14" to 8.5" x 11". "Full- size" copies of these forms, and additional copies of all other forms, shall be made available at the Proposers' Conference or at any other time at the request of a proposer. Also, proposers may reproduce or use a facsimile of the forms and questionnaires. However, forms number 1 through 3 may be difficult to reproduce, i.e., copy, due to copy-enlargement considerations.

Listing of Response Forms: The Forms listed below appear beginning on page 518 of this RFP document.

- FORM A: Minimum Evaluation Criteria Response Form
- Form #1: 5 Large Scale, Full Service Clients For Primary Parking Ticket Processing That Are Most Similar And Comparable To Boston: **Summary Data**
- Form #2: Additional 10 PVPMISS Clients For Primary Ticket Processing
- Form #3: 5 Large Scale, Full Service Clients For Primary Parking Ticket Processing That Are Most Similar And Comparable To Boston: **Scope of Services Overview**
- Form #4: Proposer PVPMISS Experience Form
- Form #5: PVPMISS Employee Background Form
- Form #6: Motor Vehicle Agency Interface Experience Form
- Form #7: PVPMISS Proposer Overview Form
- Form #8: PVPMISS Personnel Matrix Form
- Form #9: Data Center Hardware and Technical Environment Form

(8.5) **IMPORTANT NOTES:**

(8.5.0) Comparative Evaluation Criteria

Proposers should thoroughly familiarize themselves with the Comparative Evaluation Criteria.

(8.5.1) Performance Orientation

This RFP is oriented and places a heavy emphasis on proven and demonstrated performance and effectiveness and optimal functionality and utility within a unified and integrated PVPMISS.

(8.5.2) Incomplete Discussion of Scope of Service Requirements or Failure to Furnish Required Information

Proposers are informed that responses to Scope of Service requirements that do not address all items, features or requirements, or the failure to furnish required information as part of the proposal will be considered by the City of Boston as a negative answer or that the proposer cannot meet in part or in whole the specified quantity, quality, type, or manner of article, component, equipment or service as is requested in this Request for Proposal.

(8.5.3) Repeating of RFP Wording

It should be noted that proposers will not receive credit for simply repeating RFP wording. The evaluation of proposals requires the evaluators to technically penetrate the proposals and to discern if and how much the proposer grasps and is proficient with the intent, purpose, and method of -- and possesses the knowledge for -- the successful provision of systems and services. Using these factors and criteria, the Evaluation Committee can and will determine if the proposer is merely repeating (or paraphrasing without substantial independent contributions or thought process) the RFP requirements or if it is truly proficient with the subject matter in a way that will contribute to the attainment of the RFP's objectives.

(8.5.4) Credibility

Proposers should be very careful relative to the provision of information that could call the credibility of their proposal into question, for example, implying or stating that systems or services or significant elements, features, benefits of systems or services were operational for periods of time when they were not. The proposers should clearly indicate availability versus usage in a production environment or of only partial capabilities of core systems and taking credit as if the system usage involved all elements for long periods of time. Also, proposers should be very careful relative to identifying usage at certain volume or transaction levels if the usage at these stated levels were not for the major portion of time covered by the dates reflected in a response or on a form.

(8.5.5) Recognition of Hybrid PVPMISS Environments

The City recognizes that PVPMISS' for major cities with high parking ticket issuance levels in many cases tend to be unique and hybrid. Further, each distinct major PVPMISS client tends to insist upon unique features, specifications, and other requirements due to a number of factors, such as: state and local laws, ordinances, regulations; institutional reasons; organizational orientation; etc. For this reason, the proposers are expected to provide responses that demonstrate and substantiate the flexibility of their systems and operations as well as their ability to deliver the systems and services required by this RFP with the extremely high quality and performance levels demanded by the City.

(8.5.6) Not a Systems Development RFP

Proposer's are advised to note that this RFP is for the provision and operation of a 'turnkey' (ready to operate in a production environment) PVPMISS, with all required systems and services fully operational on July 1, 2010, along with the delivery of extremely high quality and performance levels demanded by the City. The City has no desire to procure a PVPMISS that could cause, due to significant development requirements and exposure to the uncertainties inherent in any such process, risk or disruption to the City's current level and quality of enforcement, customer service/public responsiveness, processing components and efforts, and collection rates and revenue, or that could cause an increase in operational and other costs, increased rates of inquiries and disputes, or a loss of confidence from the public.

This RFP is not, and should not be considered in anyway, an RFP for the development of a PVPMISS for the City. Notwithstanding expected levels of PVPMISS customization required to satisfy the City's needs, it is contrary to the best interests of the City to become involved in the (substantive) development of a PVPMISS, or with a situation in which the capabilities or lack of important elements or features of a PVPMISS would require the City to wait for and undergo time-consuming and potentially costly development or modification of the proposer's PVPMISS in order to achieve acceptable levels of quality and performance. The City has a limited capability to commit and utilize scarce staff and/or financial resources to enhance, modify, fine tune, test or debug a PVPMISS to achieve the quality and performance levels demanded by the City. Therefore, the capability and flexibility of a proposer's PVPMISS is especially important to the City.

The system requirements and functional specifications presented in the RFP are extremely detailed and comprehensive and have been articulated to the greatest extent possible. The City has not provided, and cannot provide, detailed technical system analysis or designs or formal technical specifications for the applications -- otherwise, the City would have no need to issue this particular RFP. In this regard, the City looks to the proposals to elaborate upon the requirements and submit documentation, user guides, narrative and pictorial reader friendly descriptions, criteria and condition statements, etc. Further, notwithstanding expected user-level input or direction from the City, proposals which condition the provision of system or system elements upon the provision of specifications from the City shall not be favorably received. The City has already provided such specifications in great detail, and to the best of its ability, in the RFP.

(8.5.7) Alternatives

Proposers may state and present alternatives to the Scope of Services specifications and requirements for systems and services which they believe offers equivalent services, performance and benefits by some other means, as long as they are consistent with Chapter 30B of the Massachusetts General Laws, and the Evaluation Committee at its sole discretion will review and consider whether the proposed alternative achieves equivalent performance. In the event that any alternatives are presented by a proposer, said alternatives shall be clearly prefaced in the proposal with the capitalized word 'ALTERNATIVE'.

(8.5.8) Exceptions to RFP

The City reserves the right to accept exceptions to the specifications and conditions contained in the RFP, as long as they are consistent with Chapter 30B of the Massachusetts General Laws. Exceptions to the RFP are defined as exceptions to the Scope of Services or other part of the RFP by the proposer as to the intent and word of any portion of this RFP. All exceptions to the RFP will be included as an integral part of the proposer's formal Proposal and will clearly state the variation between the affected portion of the RFP and the proposer's exception. The exceptions will be introduced as a separate section of the Proposal in the following manner. The 'offending' text (or the text in question) from the RFP will be clearly identified by the proposer. Reasons or justification explaining the exception will follow. Lastly, a proposed alteration with substantial detail, description and discussion of the benefits, etc., and a description of how the alternative achieves equivalent service and performance, must be included. In the event that any exception will affect more than one (1) item or will affect the overall delivery, provision, or operation of the item, the full effect of such exception shall be fully and completely explained.

SECTION 9.0

INSTRUCTIONS FOR THE COMPOSITION OF THE
PRICE PROPOSAL AND INFORMATION
RELATING TO THE EVALUATION THEREOF

SECTION 9.0

INSTRUCTIONS FOR THE COMPOSITION OF THE PRICE PROPOSAL AND INFORMATION RELATING TO THE EVALUATION THEREOF

(9.1) Introduction

This section of the RFP provides instructions to Proposers and copies of the forms to be used for the submission of the Price (Non-Technical) Proposal. Remember, the Price Proposal must be separated from the Non-Price, i.e., Technical, Proposal as set forth in this RFP.

The terms 'price', 'cost', 'price quote', etc., shall be synonymous with the term 'price'.

Comprehensive Per Ticket Price must be addressed by Proposers which is described and explained in detail in the RFP Scope of Services and on the pages that follow.

(9.2) 'Comprehensive Per Ticket Price' to be Based Upon a Maximum of Three (3) Contract Years

The 'Comprehensive Per Ticket Price' set forth above and explained in this section of the RFP shall be based upon a maximum of three (3) Contract years, i.e., from July 1, 2010 to June 30, 2013.

(9.3) Uniform Price Evaluation Format

To facilitate comparison of Price Proposals and to ensure an accurate and fair comparison of prices, it is expressly required that Proposers adhere to the instructions and conditions set forth herein.

(9.4) Proposers' Examination of the RFP and Responsibility of Proposers to Calculate Their Prices

Proposers are reminded of their obligation to thoroughly examine and familiarize themselves with all information, conditions, materials, specifications, requirements, etc., contained in this RFP. This RFP process provides extremely detailed information and any necessary clarification opportunities regarding the responsibilities of the City and the Contractor (Vendor) from which proposers are required to calculate their costs/prices and arrive at an equitable exchange of value for service.

(9.5) Prices That are to be Evaluated on a Fixed Ticket Issuance Level of 1.7 Million Tickets

(9.5.0) Price quote for the 'Comprehensive Per Ticket Price'

Price quote for the 'Comprehensive Per Ticket Price' shall be evaluated based upon a violation ticket issuance level of one million and seven hundred thousand (1,700,000) tickets per City of Boston fiscal year. Proposers are required to provide price quotes for these items based upon an anticipated issuance level of 1.7 million violations. Proposers shall assume 90% Hand-Held Device tickets and 10% Non-Hand-Held Device tickets anticipated issuance (i.e. 1,550,000 HHD tickets and 150,000 N-HHD tickets).

It is important to note that compensation paid to the Successful Proposer (Contractor) for all of these billable items shall be based only upon violations actually issued, data entered, updated to the computer system (posted to the 'Master File') or microfilmed. The above 1.7 million issuance level is anticipated and is based upon, among other things, historical parking ticket issuance levels. Actual issuance levels for the five most recent fiscal years (July 1 thru June 30) are:

FY09	1,599,351
FY08	1,524,860
FY07	1,527,061
FY06	1,610,988
FY05	1,549,559

Also, with regard to the Comprehensive Per Ticket Price that is to be paid to the Contractor, in the event that ticket issuance exceeds 1.7 million violations for any fiscal year, then the 'Comprehensive Per Ticket Price' in effect for that year shall be adjusted **downward (discounted)** by:

ten percent (10%) of the amount of the Comprehensive Ticket Price in effect for that fiscal/contract year for each and every violation ticket issued (and updated to the computer system) in excess of 1.7 million, i.e., one million and seven hundred thousand and one (1,700,001), and up to 2.1 million (two million and one hundred thousand) tickets, and

twenty percent (20%) of the amount of the Comprehensive Ticket Price in effect for that fiscal/contract year for each and every violation ticket issued (and updated to the computer system) in excess of 2.1 million, i.e., two million and one hundred thousand and one (2,100,001), etc., tickets.

Also, all of these prices shall remain fixed as they relate to issuance levels (and thus to the subsequent need for these issuance related services), regardless of issuance levels in excess of, or below, 1.7 million (one million and seven hundred thousand) violations.

(9.6) Section Left Blank Intentionally

(9.7) Note to Proposers Regarding the Two Different **Volume Categories** of Prices

Proposers should note that the aforementioned **volume categories** of prices (i.e., '1.7 million volume' and 'other than 1.7 million volume') are set forth to reflect the anticipated volumes relative to the price items within each volume category. All prices shall be added to establish a 'grand total' price/cost and shall not be evaluated separately.

(9.8) Singular (Base Contract Year) Price Quotes for All Price Items to be Automatically Adjusted Annually via the CPI

The City requires a single, i.e., one, price quote for each and every requested item.

These price quotes shall be the cost/price charged to the City during the first (base) year of the three year contract to be entered into pursuant to this RFP.

In the event that the Contract entered into pursuant to this RFP is extended beyond its initial twelve (12) month period, or beyond any following twelve (12) month periods, the fees for services performed hereunder shall be automatically adjusted on the basis of the lesser of either an increase in the cost of living which occurred during the then expiring period of this Agreement or two and three quarter percent (2.75%). Such cost of living increase shall be a percentage equal to the percentage increase in the Consumer Price Index (CPI) for Boston-Brockton-Nashua, MA-NH-ME-CT, all Urban Consumers, all items less food and energy (Core CPI) for the month of January immediately preceding the renewal date as compared to the Index for the same month in the prior year, but such increase shall in no event exceed two and three quarter percent (2.75%).

(9.9) Section Left Blank Intentionally

(9.10) Summary Evaluation Methodology for All Prices
Considering Three Full Contract Years

The summary evaluation of all price items shall utilize the aforementioned single price/cost figures which shall be provided by Proposers via the required price forms. In this way, a 'first contract year' (base year) price shall be established for each price item along with a single total price for each price form sheet. The single total prices for each price form sheet shall be added to calculate a summary base price of all items for the first (base) year of the contract to be entered into, with the exception of secondary collection fees.

In order to calculate subsequent contract renewal rates, the City will most likely assume a 'worst case scenario' in terms of inflation, i.e., the increase to the CPI and thus to the quoted PVPMISS rates. Therefore it is expected that a maximum contract renewal increase rate of two and three quarter percent (2.75%) will be employed in the calculation of the new PVPMISS rate(s) for each contract renewal year. This shall be accomplished by adding two and three quarter percent of the expiring contract rates to the actual (whole) expiring rates to yield a new (renewal) rate.

In regard to the number of years that will be employed to evaluate prices out of the maximum possible three contract years, the City will assume that a full three contract years will be realized so as to calculate the maximum possible compensation obligation of the City.

(9.11) Definition and Overview of Price Categories

(9.11.0) Introduction

The Proposers' responsibilities as they relate to price categories are described and explained in detail in the RFP Scope of Services and Appendixes to the RFP. However, for added clarity and convenience, they are summarized on the following pages.

Also, with regard to the 'Comprehensive Per Ticket Price', additional information is provided as it relates to certain cost/price areas.

(9.11.1) Definition and Overview of Comprehensive Per Ticket Price

The 'Comprehensive Per Ticket Price' shall encompass ALL areas of Contractor (Vendor) responsibility not included in the: 'Hand-Held Device per ticket price' and the 'Non-Hand-Held per ticket price'.

The scope of this RFP for this cost item must be carefully considered by Proposers! Only in this manner can the objectives and requirements of this RFP be assured of being achieved.

For illustrative purposes only, without in any way relieving a proposer of its responsibility to determine its costs/prices based upon this RFP process and its costs/prices relevant to this RFP, below is a sample listing of the costs that the City anticipates the Contractor (Vendor) to incur in providing the services required in this RFP. IN NO WAY SHOULD THIS LISTING BE CONSTRUED TO REPRESENT ALL COSTS THAT A PROPOSER SHOULD CALCULATE INTO ITS PRICE PROPOSAL. In addition to the above stated position of the City that the proposer is inherently responsible for its price calculations, the City understands that different PVPMISS' may well involve different price considerations specific to a particular proposal. Further, many of the items listed below are set forth in a general manner and the City does not in any way represent that it is fully aware of an inventory of required sub-items under a particular item. For example, for the item 'Contractor Boston facility(ies) and equipment', this listing does not address possible sub-items such as Remote Job Entry (RJE) equipment, data lines, ticket counting machines, OCR payment processing machines, micro-computers, copying machines, telephone systems, etc. Finally, to provide a complete listing of costs would involve the substantial repeating of the Scope of Service requirements and, for that reason, items such as 'Provision of Complete Services to all Tickets on the Database' are not expressly listed.

Listing:

- Conversion costs
- Installation costs
- Performance Bond
- Insurance costs
- Contractor Boston facility(ies) and equipment
- Personnel (e.g., receipt of ticket personnel, lockbox personnel, payment processing personnel, bounced check processing personnel, control and reconciliation personnel, systems analysts/ programmers/etc. personnel, supervisory personnel, administrative personnel, telecommunications personnel, micro-computer programmer, etc.
- PVPMISS and all related software programs, all related hardware and all related telecommunication
- Maintenance of software and changes and modifications to requirements
- Maintenance of hardware and updating of hardware
- Network capability and management
- Data center(s) computer hardware and equipment
- Mainframe/CPU processing and all client server networking
- Mainframe to network (LAN/WAN) interface
- Maintenance of Master File backup files

- Off-site (from data center) storage of Master File backup files
- Alternate/back-up data center site (alternative processing arrangements)
- All PVPMISS systems and hardware including computer terminals, printers and workstations for the Vendor's and the City's use
- Data center(s) network capability, management and interface requirements
- Local office network capability, management and interface requirements
- Installation and configuration (and possible re-configuration) of terminals and printers at various City sites
- Miscellaneous equipment such as 'housing' cabinets for network equipment located at City Hall
- Provision and maintenance of Voice Response (Telephone) System including all hardware, software and telecommunications
- Provision of Pay-By-Phone VRS application
- Provision of Pay-by-Web application
- Microfilming of lockbox payments (checks) -- microfilming and storage of tickets and ticket related documents
- Post office boxes (currently three)
- RMVs name and address requests (none of these costs are reimbursable)
- Optical disk/magnetic tape/cartridge/or other medium storage
- Bi-weekly boot book download
- Data communication telephone lines
- MA RMV interface data communication lines
- Mail-house related services (such as separating notices, inserting notices and return envelopes, etc.)
- Daily courier services (for Post Office pick-up, bank deposits, Transportation Department runs, keypunch and microfilm vendor runs, MA RMV runs, etc.)
- Computer output paper and printing ribbons/cartridges
- Microfilm reader/printer
- Secondary collections postage and other costs
- Possible travel costs of Contractor personnel

- Document storage (base requirement of 2,000 cubic feet with yearly increases of approximately 300 additional cubic feet)
- Quarterly archive file transfer
- Complete imaging/workflow system including all hardware, software, telecommunication and other related items
- Internet/ www/ e-commerce applications

(9.11.1.0) 'Comprehensive Per Ticket Price' Note: All Systems and Services to be Included in the Stated Price

Any and all RFP systems, services, items or responsibilities, or components thereof, which do not explicitly identify the City as the entity responsible for the provision of those systems, services, items or responsibilities and the costs therein shall be the responsibility of the Contractor.

Also, per the provisions set forth in section 4.2 (Changes to Specifications and Requirements), it shall be clearly understood that the City will not entertain reimbursable 'change orders' or other charges for software computer system changes involving the PVPMISS. **All costs relating to changes, modifications or enhancements to the PVPMISS computer environment are the responsibility of the Contractor.**

If a proposer is unclear as to any responsibility in the RFP it is the proposer's responsibility to seek clarification prior to the submittal of its proposal.

(9.11.1.1) 'Comprehensive Per Ticket Price' Note: MA RMV Costs

The City's ability to obtain timely and accurate registrant names and addresses are critical to the success of the PVPMISS. The Vendor will be required to obtain registrant data, at its cost, by means determined by the City. The Vendor must be prepared and have the capability to obtain registrant data by different options. The City will select the option that it believes will produce the best results based on the City's assessment of programmatic effectiveness. The City desires and will likely require the Vendor to obtain registrant data by on-line access to the RMV's database when this option becomes available. However, until this option becomes available, the Vendor will likely be directed to obtain registrant data from the RMV by purchasing routine tapes that are currently generated by the RMV every four (4) to six (6) weeks or by requesting and purchasing, via tape or other City approved media, registrant data from the RMV on a weekly basis. The Vendor must, at a minimum, have the ability to obtain registrant data by these means.

(9.11.1.2) 'Comprehensive Per Ticket Price' Note: Banking Services Costs

Note: The City will pay for and contract directly with the bank for the banking services.

(9.11.1.3) 'Comprehensive Per Ticket Price' Note: Postage Costs

The City will only assume the cost of postage for dunning and On-Line Claims Processing System correspondence notices, Resident Parking notices and Abandoned Vehicle notices, and shall maintain an account at the U.S. Postal facility for this purpose. However, with regard to any secondary collection services, costs for postage (and printing of notices/ envelopes/ processing forms) are the responsibility of the Vendor selected for secondary collections.

(9.11.1.4) 'Comprehensive Per Ticket Price' Note: Secondary Collections

As set forth in the section 4.35 (Secondary Collections) of this RFP, the Contractor shall receive thirty-four percent (34%) of the revenue collected from those eligible tickets.

(9.11.2) Section Left Blank Intentionally

(9.11.3) Section Left Blank Intentionally

(9.12) Note Regarding the Same Subcontractor for Different Proposals

In the event that subcontractors for any of the above services are identified by a proposer as providing that service for that particular proposer's proposal, said subcontractor is not to be prohibited by the terms of this RFP from joining with another proposer in the submittal of that different proposal.

(9.13) Instructions to Proposers Regarding the Completion of the Price Forms,
i.e., the 'Price Proposal'

The 'Price Proposal' shall consist of the 'Price Forms' set forth on the following pages.

Based upon the information provided in the preceding pages, in combination with the 'self-explanatory' nature of the Price Forms, provide all requested price quotes for the following forms:

Form: PF1
COMPREHENSIVE PER TICKET PRICE

Form: PF2
GRAND TOTAL PRICE FOR YEAR 1 (BASE YEAR)

Facsimiles of the forms may be used. Also, at the request of a proposer, the City shall provide additional copies of the Price Forms.

Form PF1, COMPREHENSIVE PER TICKET PRICE, form, shall be completed by Proposers for each Hand-Held Ticket Writing Device proposed, for a maximum of three (3) different devices. Proposers may propose a maximum of three (3) different devices for the City's consideration and may therefore propose three (3) different 'Hand-Held Device Per Ticket' prices. In such cases, Proposers should also submit Grand Total Price Forms (Form PF2, 'GRAND TOTAL PRICE FOR YEAR 1 (BASE YEAR)') for each Hand-Held Device proposed up to a maximum of three (3) different devices.

PRICE FORM PF1

COMPREHENSIVE PER TICKET PRICE

Name of Proposer:

a) **UNIT PRICE**

b) **TOTAL YEAR 1 (BASE YEAR) PRICE**

Base Comprehensive Per Ticket Price x 1,700,000 : \$
Express price in words:

PRICE FORM PF2

***GRAND TOTAL PRICE FOR YEAR 1 (BASE YEAR)**

Name of Proposer: _____

Add the five categories of 'Total Year 1 (Base Year) Price' to arrive at the 'Grand Total Price For Year 1 (Base Year)'.

Form: PF1

Item: COMPREHENSIVE PER TICKET PRICE

Total Base Year Price: \$

Express price in words:

**GRAND TOTAL PRICE
FOR YEAR 1 (BASE YEAR) = \$**

Express price in words:

*** The grand total does not include secondary collections.**

SECTION 10.0

SUBMISSION OF THE COMPLETE PROPOSAL

SECTION 10.0

SUBMISSION OF THE COMPLETE PROPOSAL

(10.1) Introduction

Sections 8.0 and 9.0 provide instructions relative to the composition and contents of the non-price (technical) proposal and the price proposal, respectively. This section of the RFP provides instructions for the format and submission of the complete proposal.

(10.2) Number of Proposal Copies to be Submitted

Proposer will submit one original technical (non-price) proposal, one original price proposal, five copies of the technical (non-price) proposal, and one copy of the price proposal.

(10.3) Requirements of Format

To facilitate the evaluation process each respondent must:

- Provide proposals in the format requested.
- Organize, tab, and label proposals to include section number and section name exactly as outlined below.
- Provide all other data not specifically requested in the Proposal Format outlined below.

(10.4) Proposal Format

Proposals shall be provided in accordance with the format set forth below.

- A) The Cover Letter - The cover letter provided with the RFP should be completed and signed by an individual authorized to represent and contractually bind the proposer. This letter must contain the name and address of the corporation or business structure submitting the proposal and the name, address, telephone number and title of the authorized person.
- B) Table of Contents - All pages must be numbered.

- C) Executive Summary - An outline of the proposer's general approach along with a brief description of the significant points of the proposal.
- D) Minimum Evaluation Criteria - Responses to the minimum evaluation questionnaire. Written validation of proposer responses may be requested at any time during this process by the City.
- E) Response to the Scope of Services - Responses to the Scope of Services as set forth in Section 8.0 of this RFP. With regard to the provision of 'documentation' as described in Section 8.0, this material may be submitted as a separate document(s) clearly labeled 'System Documentation'.
- F) Detailed Discussion of Exceptions or Conditional Compliance with the RFP - A detailed discussion of any exception or conditional compliance with the RFP as set forth in Section 8.0 of this RFP. Remember that a summary (versus detailed) statement of any conditional or exception item would appear in the proposers' provision of 'E' above.
- G) Responses to the Evaluation Forms and Questionnaires - Responses to the Evaluation Forms and Questionnaires as set forth in Section 8.0 of this RFP. NOTE: Proposers may reproduce or use a facsimile of forms and questionnaires, or may request additional copies from the City.
- H) Additional Materials - Additional materials which may be submitted by the proposer for review and analyses.
- I) Price Proposal - The price proposal shall be submitted in accordance with the information provided in section 9.0 of the RFP and shall be comprised of price forms PF1 through PF4.

The price proposal must be separated from the non-price (technical) proposal and must be enclosed in a sealed package or envelope.

The price forms/sheets must provide the precise level of detail requested on the forms provided. NOTE: Proposers may reproduce or use a facsimile of price forms, or may request additional copies from the City.

The City will require firm price proposals for all aspects of the provision and operation of a PVPMISS

(10.5) Time and Date for Receipt of Proposals

Proposer responses will be due on **Wednesday, February 17, 2010 by 12:00 Noon**, at the Office of the Parking Clerk, Room 224, One City Hall Plaza, Boston, MA 02201. The City will not accept any proposals submitted after the date and time specified herein.

(10.6) Address to Which Proposals are to be Delivered

The proposer will deliver its proposal executed to the following address:

Mr. Thomas J. Tinlin
Commissioner/Parking Clerk
c/o/ Ms. Gina Fiandaca
Director
Boston Transportation Department/Office of the Parking Clerk
One City Hall Plaza - Room 224
Boston, MA 02201

Any proposals received after the designated time and date of opening will not be accepted and will be returned to the originating address unopened.

(10.7) Packaging of Proposals

Envelopes containing proposals must be sealed and clearly marked in large letters "PROPOSAL FOR THE PROVISION AND OPERATION OF A PARKING VIOLATION/PARKING MANAGEMENT INFORMATION SERVICES SYSTEM (PVPMISS)".

The response will consist of a sealed Proposal Package which will contain the original technical (non-price) proposal (accompanied by a proposal deposit in the amount of twenty-five thousand dollars [\$25,000] and seven copies of technical (non-price) proposal, and the original sealed price proposal and one sealed copy of the price proposal, and shall be delivered to the above address. The proposal deposit may be either a certified check drawn on, or a treasurer's or cashier's check issued by, a responsible bank or trust company and made payable to the City of Boston, or a proposal bond issued by a surety company qualified to do business in the Commonwealth of Massachusetts and satisfactory in form to the Parking Clerk.

Non-original proposals, i.e., proposal copies, may be photocopies. Please note, the proposer must submit two (sealed and clearly labeled) copies of the cost proposals (i.e., the original copy and one duplicate copy) in response to this RFP. As previously noted, the original cost proposal must accompany the original technical proposal as a separate and sealed document and must be clearly marked as such.

(10.8) Mandatory Separation of Price and Non-Price Proposals

Chapter 30B requires that proposers must separate price and non-price (or technical) proposals. As mentioned in this RFP, this provision must be strictly adhered to.

SECTION 11.0

CONTRACT TERMS AND CONDITIONS

SECTION 11.0

CONTRACT TERMS AND CONDITIONS

Introduction

This section of the RFP contains the terms and conditions of the contract to be entered into pursuant to this RFP between the City of Boston and the Selected Proposer.

The contract, which shall be referred to as the 'PVPMISS Contract', shall be comprised of the following sections:

- I. The complete 'REQUEST FOR PROPOSALS (RFP) FOR THE PROVISION AND OPERATION OF A PARKING VIOLATION/ PARKING MANAGEMENT INFORMATION SERVICES SYSTEM (PVPMISS)'
- II. The Contractor's Proposal (submitted in response to the RFP in the form accepted by the City)
- III. Collection of Delinquent (Secondary) Parking Ticket Accounts (sets forth the conditions and rate of compensation to the Contractor for secondary/ backlog collections)
- IV. Schedule of Fees (categories and rates of compensation as determined by the sealed price proposal)
- V. City of Boston Standard Contract Terms and Conditions (and Various Other Standard City of Boston Contract Documents)
- VI. Additional Contract Terms and Conditions (includes general contract provisions in addition to the City's standard contract provisions)
- VII. Signatory Page.

PVPMISS CONTRACT

SECTION I: REQUEST FOR PROPOSALS (RFP) FOR THE PROVISION AND OPERATION OF A PARKING VIOLATION/ PARKING MANAGEMENT INFORMATION SERVICES SYSTEM (PVPMISS).

The 'REQUEST FOR PROPOSALS (RFP) FOR THE PROVISION AND OPERATION OF A PARKING VIOLATION/ PARKING MANAGEMENT INFORMATION SERVICES SYSTEM (PVPMISS)' shall be incorporated in its entirety by reference.

PVPMISS CONTRACT

SECTION II: THE CONTRACTOR'S PROPOSAL FOR 'THE PROVISION AND OPERATION OF A PARKING VIOLATION/ PARKING MANAGEMENT INFORMATION SERVICES SYSTEM (PVPMISS)'

The Selected Proposer's (Contractor's) Proposal submitted in response to the 'REQUEST FOR PROPOSALS (RFP) FOR THE PROVISION AND OPERATION OF A PARKING VIOLATION/ PARKING MANAGEMENT INFORMATION SERVICES SYSTEM (PVPMISS)' shall be incorporated in its entirety, in the form accepted by the City, by reference.

PVPMISS CONTRACT

SECTION III: COLLECTION OF DELINQUENT (SECONDARY) PARKING TICKET ACCOUNTS

The Commissioner of Transportation/Parking Clerk ("the Parking Clerk") may, from time to time, determine at his/her discretion that certain due but unpaid parking tickets issued in prior calendar years are to be assigned to the Contractor for secondary collection efforts. The Contractor shall undertake, through ethical and lawful means consistent with Massachusetts General Laws Chapter 93A, and any and all other laws pertaining to collection activities, to collect parking ticket fines and penalties for the City from vehicle owners and operators responsible for the payment of those fines and penalties. It is understood that effective July 1, 2010, subject to the discretion of the Parking Clerk, the assignments shall include, at a minimum, the following parking ticket accounts for secondary collection:

- a) continuing at three (3) month intervals throughout the duration of this Contract, such parking ticket delinquent accounts in addition to 'b', 'c' and 'd' below that have aged nine (9) months from the date of issuance;
- b) such parking ticket delinquent accounts that have been issued to out of state (non-MA) registrants that have been included in and aged ninety (90) days from the mail date of a third out-of-state dunning notice;
- c) such parking ticket delinquent accounts that have been issued to leased, rental and taxi vehicles that have been included in and aged ninety (90) days from the mail date of a second lease/ rental/taxi vehicle notice;
- d) tickets in Non-Renewal Status that have aged twenty-five (25) months from the date that the non-renewal mark was updated to the database in the cases of registrations that are subject to registration renewal every two years, and tickets in Non-Renewal Status that have aged thirteen (13) months from the date that the non-renewal mark was updated to the database in the cases of registrations that are subject to registration renewal annually.
 - i) Less any tickets payable as a result of the seizure of a vehicle (Boot & Tow);
 - ii) Less any specific tickets 'marked' for non-renewal of driver's license or vehicle registration at the Massachusetts Registry of Motor Vehicles that are not in population 'd' above.

Proposers should be aware that their fee will **not** include any payments for non-renewal fees or any other fees or other charges that are collected and directly or indirectly remitted to a non-city entity.

1. Collection Activities:

The Contractor shall issue a series of computer generated notices to parking violators. The Contractor shall use only notices approved by the Parking Clerk. All collection activities shall be performed in compliance with Section 4.35 of this RFP and with applicable provisions of the Federal Fair Debt Collection Practices Act and Massachusetts law. The Contractor agrees to submit to the City for its approval all forms used in the collection process.

2. Payment:

- 2.1 Invoicing Procedure - The City anticipates that sufficient funds shall be available to allow payment when goods are delivered and services rendered by the Contractor, and the goods and services are accepted by the City. The Contractor shall bill the City on a monthly basis as provided in paragraph 2.2, below, in arrears for services rendered using invoices in the form required by the City. The City agrees to review each invoice and within fourteen (14) days after its receipt, either approve it and deliver it to the City Auditor and Collector-Treasurer for payment, or return it to the Contractor with a statement of the reasons for its rejection.

The Contractor shall provide the City with all reasonable and normal documentation required by the City to approve such invoices; and by giving such approval the City does not waive the right to subsequently challenge the validity of such billings and to charge back the Contractor for excess billings.

- 2.2 Fees - The Contractor will be entitled to receive from and shall be paid by the City a fee equal to thirty-four percent (34%) of all amounts collected on delinquent accounts less amounts decremented due to appropriate adjustments including dismissals and checks returned for insufficient funds. The Contractor shall provide to the Parking Clerk billing control reports which specifically document payment made on specific tickets assigned for secondary collection. Source documents must also be available for review by the Office of the Parking Clerk.
- 2.3 Bank Deposits - The Contractor shall deposit into the Parking Clerk of Boston Mail Collection Account at the Bank serving as a subcontractor for banking services required under this Agreement all payments within 48 hours after receipt and shall provide to the City a copy of each deposit slip. Appropriate adjustments shall be made for dismissals and any invalid check or checks drawn against insufficient funds. The Contractor shall prepare daily and provide to the City monthly fee and collection reports in a form approved by the City, which accurately sets forth the fees earned each month. The Contractor shall provide to the City each month a copy of the bank statement for the bank accounts. In addition, within ninety (90) days following the end of the term of this Agreement, the Contractor shall assure that the City, or its duly authorized representatives, shall have access during normal business hours to any books, documents, records, and papers retained by the Contractor which the City reasonably determines are directly pertinent to this Agreement for the purpose of making an audit or examination, and of taking excerpts and transcripts. Payment of the Contractor's final invoice will be contingent upon the aforementioned audit or examination.

3. Suspension of Collection Activities:

The Contractor will suspend collection efforts on any tickets referred for collection immediately upon receipt of notice from the Parking Clerk (written or telephonic). The City shall not be liable for any fees on suspended tickets except for fees that result from prior collection efforts on the suspended tickets. However, the City's liability shall be only for a period of ninety (90) days after the date of suspension. The City will notify the Contractor of any payments to the City on tickets assigned to the Contractor for collection and of any hearings held or other actions taken which result in dismissal or reduction of tickets.

If the Contractor violates any law of the Commonwealth with respect to the collection of debts, and specifically the relevant provisions of G.L. c. 93A, or if the Contractor shall be fined, charged or penalized by the federal government, Commonwealth of Massachusetts, City of Boston or any of their departments, agents or officers for violations of either the provisions of federal or state laws, rules or regulations governing collection activities, the Contractor shall be considered to be in breach of this Agreement, and this Agreement shall be terminated immediately upon notice in writing by the Parking Clerk to the Contractor. Upon termination as set forth above the City shall not make any further payments to the Contractor and all documents and records relating to the collections undertaken under this Agreement by the Contractor shall immediately be delivered to the Parking Clerk and the City shall thereupon pay the Contractor all amounts previously earned by the Contractor less what the Parking Clerk may reasonably determine to be the City's damages as a result of said termination.

4. Phase Down Period:

If the Contractor has commenced collection efforts on any tickets prior to the end of the term of this Agreement, the Contractor shall only be entitled to fees on ticket payments made on or before the termination date.

5. Collection Activity Records And Management Reports:

The Contractor shall maintain separate books and records on the tickets assigned for collection and shall maintain a file on each ticket assigned for collection. Each ticket file shall contain records of collection efforts made by the Contractor and any other pertinent information. The foregoing shall be available at all times for inspection and audit by the City upon prior written notice to the Contractor.

The Contractor will produce for the City monthly management reports on an established basis as mutually agreed upon. These reports will outline the specific tickets identified, violation notice data, collections received and other similar accounting data.

6. Secondary Collection Activity Costs - the Contractor shall bear all costs (i.e., notice and envelope printing, postage, processing costs, etc.) associated with their specific collection efforts on assigned accounts.

PVPMISS CONTRACT

SECTION IV: SCHEDULE OF FEES

Those prices quoted from the successful proposer in its sealed price proposal shall comprise this section of the contract.

PVPMISS CONTRACT

SECTION V: CITY OF BOSTON STANDARD CONTRACT TERMS AND CONDITIONS

City of Boston Standard Contract Terms and Conditions are comprised of the terms, conditions and certifications set forth on the following documents:

- City of Boston Standard Contract (Forms CM10 and CM11)
- Certificate of Authority
- Contractor Certification
- Bid Response Form
- State Tax Return Certificate
- Addendum Promoting MWBE
- Performance Bond

Location of the Above Referenced Standard Contract Documents in the RFP

Copies of the above referenced standard contract documents are provided at the end of this section of the RFP.

PVPMISS CONTRACT

SECTION VI: ADDITIONAL CONTRACT TERMS
AND CONDITIONS

AGREEMENT Dated July 1, 2010, between the CITY OF BOSTON, MASSACHUSETTS,
a municipal corporation, acting by and through its Commissioner of Transportation/Parking
Clerk (the "City") and _____
(the Contractor),

having offices at _____

WHEREAS, the Contractor is willing to provide the City with services for the processing
and collection of parking tickets and the provision and operation of a Parking
Violation/Parking Management Information Services System (PVPMISS) described in
(Title of Contractor's Proposal) _____ and in accordance with Section IV, (Schedule of Fees);
and _____

WHEREAS, the City wishes to purchase such services in order to enforce parking
regulations and collection of parking violation fines in the City and to achieve its PVPMISS
related transportation and parking management objectives in a manner that provides
maximum responsiveness to the public;

NOW, THEREFORE, in consideration of the mutual covenants herein contained, the
parties agree as follows:

A. PARTIES TO/EXTENT OF AGREEMENT

1. Extent of Agreement - This Agreement consists of the following:

Section I: PVPMISS RFP
Section II: Contractor's PVPMISS Proposal
Section III: Collection of Delinquent (Secondary)
Parking Ticket Accounts
Section IV: Schedule of Fees
Section V: City of Boston Standard Contract Terms
and Conditions
Section VI: Additional Contract Terms and Conditions
Section VII: Signatory Page

2. Jurisdiction - This Agreement shall provide for the control and processing of all
parking violation tickets and abandoned vehicle violation tickets which are the
responsibility of the Parking Clerk of the City during the effective term of this
Agreement.

3. Subcontractors - For other subcontracting services, the Contractor may engage any other subcontractors of choice at their expense, provided however, that the Contractor identifies all subcontractors to the City in advance, and further provided that the Contractor, if requested, will provide the City with a copy of its contract with each and every subcontractor. Notwithstanding the engagement of any subcontractor, the Contractor shall bear responsibility under the terms of this Contract for performance of those tasks described in Section I, 'Request for Proposals'.
4. Assignment - This Agreement may not be assigned without the prior written consent of each of the parties hereto.
5. Change in Authority - In the event of action by the Commonwealth of Massachusetts, Supreme Judicial Court, or the City which transfers authority for processing of parking violation citations to a new or different agency of the City, this Agreement shall remain in full force and effect. Should the cost of performance of this Agreement by the Contractor increase or decrease as a result of such transfer of authority, the parties will negotiate an equitable adjustment of the Contractor's performance or the cost thereof.
6. Contractor Relationship to the City - the Contractor's relationship to the City in the performance of this Agreement is that of independent contractor. Personnel performing services under this Agreement shall at all times be under the exclusive direction and control of the Contractor or its subcontractors and shall not be deemed to be employees of the City.

The Contractor and its subcontractors shall pay all wages and salaries and shall be responsible for all reports and obligations respecting them relating to social security, income tax withholding, unemployment compensation and similar matters. Neither the Contractor, its subcontractors, nor any agent or employees of the Contractor shall obtain any right to retirement benefits which accrue to employees of the City, and the Contractor hereby expressly waives any claim it might have to such rights.

B. EFFECTIVENESS OF AGREEMENT

1. This Agreement is effective as of July 1, 2010.
2. The making and performance of this Agreement on behalf of the City are subject to the availability of funds sufficient to discharge the City's obligations under this Agreement, and to the approvals of public officials as required by statute, regulation, or administrative order. This Agreement shall not take effect unless and until such funding and all such approvals have been obtained. The Auditor of the City shall have sole authority to determine and confirm that such funding is available.
3. The City agrees to make all reasonable efforts to obtain funding and all necessary approvals, and to notify the Contractor promptly when they have been obtained or when it appears certain that they will not be obtained.

C. TERM OF AGREEMENT

This Agreement shall be in force from the effective date as set forth in paragraph B, Section VI, for an initial term of twelve (12) months, commencing July 1, 2010, and ending June 30, 2011, with options on the part of the City to renew for two (2) successive twelve (12) month periods ending on June 30, 2013, subject, however, to an investigation by the City that the exercise of the option is more advantageous than alternative means of procuring comparable services and subject further to the availability of an appropriation in each subsequent fiscal year, unless terminated as provided for herein or upon notice by the City effective at the end of each twelve month period, such notice to be provided ninety (90) days in advance of the end of the period.

D. PAYMENT

1. Invoicing Procedure - The City anticipates that sufficient funds shall be available to allow payment on a per item, or fee, basis. Payment shall be made when goods are delivered and services rendered by the Contractor, and the goods and services are accepted by the City. The Contractor shall bill the City on a monthly basis as provided in paragraph D(2), below, in arrears for services rendered using invoices in the form required by the City. The City agrees to review each invoice and within fourteen (14) days after its receipt, either approve it and deliver it to the City Auditor for payment, or return it to the Contractor with a statement of the reasons for its rejection. The Contractor shall provide the City with all reasonable and normal documentation required by the City to approve such invoices; and by giving such approval the City does not waive the right to subsequently challenge the validity of such billings and to charge back the Contractor for excess billings. The City further agrees to exert its best efforts to cause the Collector-Treasurer to pay approved invoices within thirty (30) days after its presentation to the City Auditor.

2. Time of Billing - The Contractor shall bill the City for items processed in accordance with the following provisions:
 - a. Current tickets shall be billable at the time that they are added to the Master Violations File.
 - b. Delinquent (secondary) collections shall be billable at the time the backlog payments are added to the Master Violations File.
 - c. Monthly Maintenance / Operation fee shall be billable monthly subject to the approval of the City.
3. Bank Account - The City shall establish an account at the bank, or such successor bank, providing banking services performed under this Agreement.
4. Rate of Compensation - For delivery of the products and the performance of the processing services described in the Section I, Request For Proposals (Scope of Services), the City will pay the Contractor the rates set forth in Section IV, Schedule of Fees, and Section III, Collection of Delinquent (Secondary) Parking Ticket Accounts, respectively, for each ticket processed by the Contractor and for each backlog parking ticket collected as a result of the Contractor's secondary collection activity.
5. Renewal Rates - In the event that this Agreement is extended beyond its initial twelve (12) month period, or beyond any following twelve (12) month periods, the fees for services performed hereunder, shall be adjusted on the basis of the lesser of either an increase in the cost of living which occurred during the then expiring period of this Agreement or five percent (5%). Such cost of living increase shall be a percentage equal to the percentage increase in the Consumer Price Index for all Urban Consumers for the Boston Metropolitan Area for the month of March immediately preceding the renewal date as compared to the Index for the same month in the prior year, but such increase shall in no event exceed five percent (5%).
6. Postage Costs - the City shall arrange for prepaid postage to be used for the mailing of all notices and correspondence to violators as specified as a City responsibility under this Agreement.
7. Release of Payment Obligations - the parties agree that payment in full by the City to the Contractor of services described on invoices shall relieve the City of its payment obligations to the Contractor with respect to the services billed and paid.

E. TERMINATION

1. Subject to the provisions of paragraph (F), Section VI, entitled "Force Majeure", if the Contractor fails to fulfill in a timely and satisfactory manner its obligations under this Agreement in accordance with Section I, Request For Proposals, as determined by the City; or if the Contractor shall materially violate any of the covenants, conditions, or stipulations of this Agreement, which failure or violation shall continue unremedied for fourteen (14) days after written notice of said failure or violation is received by the Contractor, then the City shall thereupon have the right to terminate this Agreement with the Contractor by giving written notice to the Contractor of such termination and specifying the effective date thereof, such date to be not less than thirty (30) days following the date of the notice. Subject once again to the provisions of paragraph F, of Section VI, if a defect in performance is such that it cannot reasonably be cured or corrected within the said fourteen (14) day period, the City shall have the right to terminate the Agreement unless the parties can agree within the said fourteen (14) day period to a plan and timetable for correcting the defect, and if a plan and timetable is agreed upon, the Contractor shall not be considered in default under this Agreement so long as it cures the defect in accordance with said plan and timetable. The City shall, however, have a right to terminate the Agreement if such defect is not remedied in accordance with said plan and timetable, by giving written notice to the Contractor of such termination and specifying the effective date thereof, such date to be not less than thirty (30) days following the date of the notice. The parties must negotiate in good faith the plan referred to in the second sentence of this paragraph.
2. Subject to the provisions of paragraph F, Section VI, entitled "Force Majeure", if the City shall fail to fulfill in a timely and satisfactory manner its obligations under this Agreement; or if the City shall violate any of the covenants, conditions, and stipulations of this Agreement, which failure or violation shall continue unremedied for fourteen (14) days after written notice of said failure or violation is received by the City; or alternately, after such notice beyond a reasonable or mutually agreed upon period of time to be outlined in a plan to correct the default; then the Contractor shall thereupon have the right to terminate this Agreement by giving written notice to the City of such termination and specifying the effective date thereof, such date to be not less than thirty (30) days following the date of the notice.

3. Subject to the provisions of paragraph E(7), Section VI, in the event of termination, the Contractor remains bound to fulfill each and every obligation and responsibility assigned to it in Section I, up to and including the termination date, described above. After the termination date, the Contractor shall process all documents and checks in its possession and/or under their control. As soon as possible after the termination date, the Contractor shall deliver to the City, without limitation, all finished and unprocessable work, including all violation documents, bad checks, microfiche, computer tapes, and all other products described in the Scope of Services. The Contractor shall certify, under the pains and penalties of perjury, that all such work has been returned to the City. In addition, the Contractor shall provide, without limitation, any and all program specifications, and any other material, including that prepared by the Contractor for utilization of the system, except material which is proprietary in nature, as may be necessary for the City to utilize the products described in Scope of Services, or to establish alternative processing of the documents and checks.
4. Notwithstanding the above, in the event of termination, the Contractor shall not be relieved of liability to the City by virtue of any breach of this Agreement by the Contractor.
5. (This paragraph intentionally omitted.)
6. Article 8.4 of the City of Boston Standard Contract, General Conditions, shall have no force or effect. Termination of the Contract for the convenience of the City shall be as follows. The City may, upon delivery of a notice by certified mail to the Contractor, terminate this contract without cause on a date of its choice, but in no event sooner than ninety (90) days after the receipt of said notice.

If the contract is terminated under this paragraph, the City shall pay to the Contractor, as a cancellation fee, an amount which is fair and equitable under the circumstances, giving due consideration to the Contractor's unavoidable costs and other relevant factors. The cancellation fee shall be in addition to any amounts payable under paragraph E(7), Section VI. The parties shall negotiate in good faith with respect to the amount payable hereunder in the event of, or prior to, an early cancellation. The Commissioner of Transportation/Parking Clerk of the City may, if he/she so elects, agree to a per diem rate to be payable upon early cancellation by the City.
7. If the City elects to not renew this Agreement as provided in paragraph C, Section VI, or to terminate this Agreement as provided in paragraphs E(1), or E(6), Section VI, it shall select one of the following options for the winding down of operations and shall notify the Contractor of the option selected when the notice of non-renewal or termination is given.

OPTION A

The Contractor shall cease performing all services on the date of termination. The Contractor will, however, be required to update the Master Violations File for Massachusetts registrations and this update shall be completed within ten (10) days after the date of termination. The fee payable for tickets issued within thirty (30) days before the termination date (in the case of termination for cause), ninety (90) days (in the case of non-renewal) or ninety (90) days (in the case of termination without cause) shall be the comprehensive per ticket processing price of the current or recently expired contract period.

OPTION B

The Contractor shall continue to perform all or a portion of the services required under Section I and II with respect to tickets issued up to the date of termination for a maximum of one hundred twenty (120) days after that date. The City shall pay the amounts specified in Section III, Collection of Delinquent Parking Tickets Accounts, and in Section IV, Schedule of Fees, subject to the conditions therein. The City shall also pay one-tenth (1/10) of the basic per ticket fee for each ticket noticed by the Contractor within sixty (60) days after the date of termination.

F. FORCE MAJEURE AND IMPOSSIBILITY OF PERFORMANCE

None of the parties will be liable to the other or be deemed to be in breach under this Agreement for any failure or delay in performance due to causes beyond its reasonable control, including without limitation, an Act of God, war, strikes, civil disobedience, actions or omissions of third parties (other than subcontractors), extraordinary weather conditions, or failure of the other party to act in a timely manner.

Date or time of performance will be extended automatically to the extent of such delays, provided that the party whose performance is affected notifies the other in writing of the existence and nature of such delay within fourteen (14) days of its occurrence.

It is agreed, however, that since the performance of this Agreement is vitally important, not only to the provision of essential parking and transportation management and adjudication programs but also to the functioning of the City, continued failure to perform for periods aggregating twenty (20) or more days in any ninety day period except for failure of the City to act in a timely fashion, shall be deemed to render performance impossible, and the City shall thereafter have the right to terminate this Agreement in accordance with the provisions of the Article entitled "Termination".

G. OWNERSHIP OF INFORMATION

1. All information acquired by the Contractor from the City or from others at the direct or indirect expense of the City in the performance of this Agreement, shall be and remain the property of the City. This includes all data contained in databases including the name and address records of out-of-state registrants.
2. The Contractor agrees that it will use this information only as required in the performance of this Agreement, and will not before, during, or after the completion of this Agreement otherwise use said information, nor copy or reproduce the same in any form, except pursuant to the sole written instructions of the City. The Contractor further agrees to return said information to the City promptly at the request of the City on tape media or in whatever form it is maintained by the Contractor. The Contractor will provide the City with complete documentation as to file contents and record layouts within thirty (30) days following the request of the City.

H. CONFIDENTIALITY OF INFORMATION - CONFIDENTIALITY

1. The Contractor recognizes that in the performance of this Agreement, it will become holder of and have access to confidential information. In the performance of this Agreement, the Contractor agrees that it will comply with the laws and regulations of the Commonwealth of Massachusetts, ordinances and regulations of the City, and any applicable federal laws and regulations, including amendments thereto, relating to confidentiality.

At all times, the Contractor will recognize the City's sole and exclusive ownership of this information and the sole and exclusive right and jurisdiction of the City to control the use of this information. THE CONTRACTOR AGREES THAT NEITHER IT, NOR ITS EMPLOYEES, SUBCONTRACTORS, OR AGENTS, WILL DISCLOSE ANY INFORMATION CONTAINED IN OR SET FORTH BY ANY RECORD OR DOCUMENT RECEIVED BY THE CONTRACTOR ON BEHALF OF THE CITY TO ANY PERSON EXCEPT THE AUTHORIZED RECIPIENT OF THE CITY. THE CITY SHALL AUTHORIZE, IN WRITING, AN EMPLOYEE OR EMPLOYEES TO RECEIVE THIS INFORMATION.

The Contractor further agrees that it shall make no use of any of the described information, for either internal or external purposes, other than such as is directly related to the performance of this Agreement.

The Contractor further agrees that upon notification to the Contractor that this information has been improperly used or removed in any way from the possession or control of the Contractor by anyone except the City or its authorized representative, the Contractor shall immediately notify the City orally and in writing, and shall join with the City at its request in taking such steps as the City may deem advisable to enjoin the misuse and regain possession of said data, or steps otherwise necessary for the protection of the City's rights and the confidentiality of the information.

2. In addition to steps the Contractor may take to ensure the confidentiality of this information, the Contractor shall comply with reasonable security measures submitted by the City including those measures set forth in Paragraph I., Section VI, and Section I, Request For Proposals. Failure of the City to provide a partial or complete security plan shall not be construed as relieving the Contractor of responsibility described in Section VI.
3. The Contractor agrees to return any and all data furnished pursuant to this Agreement promptly at the request of the City.
4. The Contractor shall comply with the provisions of Massachusetts General Laws (MGL) c. 6, ss. 167-178, the Criminal Offender Record Information System (CORI), if applicable. The Contractor understands and agrees that any person who willfully requests, obtains or seeks to obtain criminal offender record information under false pretenses, or who willfully communicates or seeks to communicate criminal record information to any agency or person except in accordance with the M.G.L. c. 6, ss. 168-175, inclusive, shall be punishable in accordance with the provisions of MGL c. 6, Section 178.
5. If performance of the tasks outlined in the Scope of Services requires that the Contractor gain CORI (Criminal Offender Record Information) clearance from the Criminal History Systems Board of the Commonwealth of Massachusetts, then award of the contract will be contingent upon the approval of a CORI application by said Board.
6. All computer software, programs and systems, and technical proprietary specifications and procedures, as they relate to the services to be performed under this Agreement are proprietary and shall remain exclusively the sole property of the Contractor and the City shall acquire no right or title to such items. The City shall not provide or otherwise make available said software, systems, programs, specifications or procedures, in any form, to any person, except as required by law, and as otherwise provided in this Article. In order to enable the Contractor to carry out its work hereunder, to some extent the Contractor will have to impart information which is the subject of this paragraph.

To the extent that such confidential material is imparted to the City's employees, the City agrees that it will retain all information submitted by the Contractor to the City in strictest confidence and will neither use nor disclose it to other than City employees who have a need to know in connection with this contract without the explicit permission of the Contractor. The City recognizes that irreparable harm may be occasioned to the Contractor by disclosure of information relating to its business and that the Contractor may accordingly enjoin such disclosure.

I. SECURITY

The Contractor will provide and operate a complete security system which will protect both the physical documents and the information contained therein from time of the Contractor's receipt until delivery to the City.

Security shall include without limitation: fire protection, protection against smoke and water damage, alarm systems, locked files, guards, or other devices reasonably expected to prevent loss or unauthorized removal of documents and/or manually held data; passwords, access logs, badges, or other methods reasonably expected to prevent loss or unauthorized access to electronically or mechanically held data; limited terminal access, use of terminal passwords which will be changed on a regular basis, limited access to input documents and output documents, and design provisions to limit use of client or applicant name.

The Contractor shall provide the City with a description of its security system and procedures used to provide and operate the system. The Contractor must protect the integrity of the City's information as well as limit access to that information.

In addition to steps the Contractor may take to secure the system, the Contractor shall comply with reasonable security measures submitted by the City. Failure of the City to provide a partial or complete security plan shall not be construed as relieving the Contractor of responsibility described in this section.

J. PERFORMANCE REVIEW

The representatives of the parties or their designees, from time to time, will meet as often as requested by either of them, to review the performance of the parties under this Agreement. The City, from time to time, or at its sole discretion, during the regular operations phase, may request that a formal status report be submitted. The Contractor will comply with all such requests. In the event of any disagreement between the parties, with respect to either the interpretation of any provision of this Agreement or the performance of a party, each party will appoint a representative to meet for the purpose of endeavoring to resolve that disagreement. They will meet as often as the parties reasonably deem necessary in order to gather and furnish for each other all information with respect to the matter in issue that the respective parties believe to be appropriate, and they will discuss the problem in an effort to resolve that disagreement.

K. WITHHOLDING OF FEES

The City shall have the right to withhold the payment to the Contractor of all processing and collection fees due and payable pursuant to this Agreement for a continued failure by the Contractor to perform any of its material obligations as described in this Agreement. Such right to withhold shall continue until the Contractor remedies such failure to perform provided, however, that such failure must have been identified in writing and delivered by certified mail to the Contractor prior to such withholding. If, however, the Contractor's non-performance is related only to a specific group of tickets, and it can provide sufficient documentation to substantiate non-performance being specifically limited to these tickets, the City's right to withhold payment shall be limited to the fees paid or payable relative to such tickets until the defect is remedied.

L. LIQUIDATED DAMAGES

1. If either the performance of or the failure to perform the terms and conditions set forth in this contract result in the loss of data and the corresponding ability to collect associated fines, liquidated damages shall be due the City in the amounts provided for in the following sentence. Such liquidated damages shall be the sum of the face value of any and all items issued by the City and received by the Contractor for which the loss of data and the corresponding ability to collect the associated fine has occurred. The phrase face value shall mean the amount of the violation fine and applicable surcharges or assessed penalties.
2. The damages specified in paragraph L(1), Section VI, shall be in lieu of any other damages arising out of the same acts or omissions.
3. Payment of the liquidated damages to the City shall be by way of a deduction from amounts owed the Contractor hereunder. Any such deductions shall be specified in writing by the City.

M. PERFORMANCE BOND

Simultaneously with the execution of this Agreement, the Contractor shall provide, at its own expense, a performance bond in the amount of one million dollars (\$1,000,000) as security to guarantee the faithful performance by the Contractor of its obligations under this Agreement. The performance bond shall be of a surety company authorized to do business in Massachusetts and satisfactory in form to the City. The performance bond shall be in effect for the full term of this Agreement. In the event that this Agreement is extended beyond its initial twelve (12) month period, or beyond any following twelve (12) month period(s), the Contractor shall continue to provide, at its own expense, said performance bond in force for each of the extended twelve (12) month periods as security to likewise guarantee the faithful performance of any such renewal(s) of this Agreement.

N. INSPECTION, MONITORING, AND EVALUATION

To assure compliance with this Agreement the City shall have the right to enter onto the Contractor's and its subcontractors' premises during normal business hours to inspect, monitor, or otherwise evaluate the work performed or being performed therein. The City shall be permitted access to all files used in the processing of its information at all reasonable times, which access shall not be denied by the Contractor or its subcontractors for any reason whatsoever.

The Contractor shall assure that the City, or its duly authorized representatives, shall have access during normal business hours to any books, documents, records, and papers retained by the Contractor and its subcontractors which the City reasonably determines are directly pertinent to this Agreement for the purpose of making audit or examination, and of taking excerpts and transcripts.

O. CONFLICT OF INTEREST

1. The Contractor agrees to the extent that such law is applicable to the duties it is to perform hereunder, it will comply with the provisions of Chapter 268A of Massachusetts General Laws concerning conflict of interest. The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed under this Agreement.
2. No employee of the City and no public official who exercises any function or responsibilities in the review or approval of the undertaking or carrying out of this Agreement shall: (a) participate in any decision relating to this Agreement which affects his personal interest or the interest of any corporation, partnership, or association which he is, directly or indirectly, interested; or (b) have any financial interest, direct or indirect, in this Agreement or the proceeds thereof.

P. ANTI-BOYCOTT COVENANT

The Contractor warrants, represents, and agrees that during the time this Agreement is in effect neither it nor any affiliated company, as hereafter defined, will participate in or cooperate with an international boycott as defined in Section 999(b), (3) and (4) of the Internal Revenue Code of 1954, as amended, or engage in conduct declared to be unlawful by Section 2 of Chapter 151E of the Massachusetts General Laws. If there shall be a breach in the warranty, representation, and agreements contained in this paragraph, then without limiting such other rights as it may have, the City shall be entitled to terminate this Agreement. As used herein, an affiliated company shall be any business entity or entities directly or indirectly owning at least 51% of the ownership interests of the Contractor or which directly or indirectly owns at least 50 % of the ownership interest of the Contractor.

Q. NONDISCRIMINATION IN EMPLOYMENT AND AFFIRMATIVE ACTION

1. The Contractor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion, or physical or mental handicap. The Contractor agrees to comply with all applicable Federal and State statutes, rules, and regulations prohibiting discrimination in employment, including: Title VII of the Civil Rights Act of 1964; the Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; Massachusetts General Laws, Chapter 151B, Section 4(1); and all relevant administrative orders and executive orders.
2. If a complaint or claim alleging violation by the Contractor of such statutes, rules, or regulations is presented to the Massachusetts Commission Against Discrimination (MCAD), the Contractor agrees to provide all information and reports required by MCAD, to permit access to its facilities, and to permit access to such of its books, records, accounts, and other sources of information as may be determined by the City, the MCAD, or both, to be pertinent to ascertain compliance with MCAD orders or instructions. Where the information required is in the sole possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the Department or the MCAD as appropriate and shall describe the efforts it has made to obtain the information.
3. In the event of the Contractor's noncompliance with the provisions of this section the City shall impose such sanctions as it deems appropriate, including, but not limited to:
 - a. Withholding of payments due the Contractor under this Agreement until the Contractor complies; and/or
 - b. Termination or suspension of this Agreement.

R. ASSIGNMENT

The Contractor shall not assign or in any way transfer any interest in this Agreement without the prior written consent of the City provided, however, that claims for money due or to become due to the Contractor from the City hereunder may be assigned to a bank, trust company, or other financial institution without consent so long as notice of any such assignment is furnished promptly to the City. Any such assignment shall be expressly made subject to all defenses, set-offs, or counterclaims which would have been available to the City against the Contractor in the absence of such assignment.

S. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts.

T. NOTICES TO PARTIES

Any notice required under this Agreement to be given to any party may be given by depositing in the United States mail, postage prepaid, first-class, a notice addressed to the following. Any notice to be given relative to this Agreement shall be given to all parties.

To the City:

Boston Transportation Department
City Hall, Room 721
Boston, Massachusetts 02201
ATTN: Commissioner of Transportation/Parking Clerk

Boston Transportation Department/Office of the Parking Clerk
City Hall, Room 224
Boston, Massachusetts 02201
ATTN: Assistant Parking Clerk

To the Contractor:

ATTN:_____

U. DESIGNATED REPRESENTATIVE

The City and the Contractor shall designate, in writing, a single individual as their representatives. The designated representatives shall represent the parties in all matters pertaining to this contract and shall have sole authority to commit the parties in matters relative to this contract.

V. RELEASE OF CITY ON FINAL PAYMENT

Acceptance by the Contractor of payment from the City for final services under this Agreement shall be deemed to release the City from all claims and liabilities, except those of which the Contractor notifies the City in writing within six (6) months after such payment.

W. LETTER OF AWARD

The letter to the Mayor of Boston from the Commissioner of Transportation concerning the award of this contract to the Contractor and approved by the Mayor is incorporated herein by reference as is, set forth in its entirety.

X. LIABILITY AND INSURANCE

The Contractor agrees, during the term of this Agreement, to maintain at the Contractor's expense, all insurance required by law for their employees, including disability, workmen's compensation, and unemployment compensation and to provide the City with certification of same upon request. The Contractor shall assure and require that all subcontractors maintain the same types of insurance for their employees.

The Contractor shall defend and hold the City harmless from any and all legal liability which may be established on behalf of any person or persons or corporation, whomsoever for, or growing out of any infringement of letter patent or copyright of the United States, in respect to the normal use of the proposed and installed PVPMISS.

The Contractor shall take out and maintain during the life of the contract the following insurance by a responsible insurance company licensed and authorized to do business in Massachusetts:

- 1) Workmen's Compensation insurance in an amount as may be reasonably necessary to protect the Contractor from claims under Chapter 152 of the General Laws (the Workmen's Compensation Statute);

- 2) Public liability and property damage insurance as shall name the City of Boston as an additional insured and protect the Contractor and any sub-contractor performing work covered by the contract from claims for personal injury, including wrongful death, as well as from claims for property damage, which may arise from operations under the contract, whether such operations be by the Contractor or by any subcontractor or by anyone directly or indirectly employed by either of them at, and/or away from, the Contractor's place of business and the amounts of insurance shall be as follows:
 - a) Public liability insurance shall be in an amount not less than one million dollars (\$1,000,000) for injuries including wrongful death, to any person, and, subject to the same limit for each person, in an amount not less than two million dollars (\$2,000,000) on account of one accident. Property damage insurance shall be in an amount not less than five hundred thousand dollars (\$500,000) for damages on account of any one accident and an amount not less than one million dollars (\$1,000,000) for damages on account of all accidents.

Simultaneously with execution of the contract the Contractor shall provide the City with policies, binders or certificates evidencing that the above insurance is in full force and effect. In the event that the Contractor's insurance policy terminates prior to the end of the contract term, the Contractor must deliver to the Parking Clerk evidence of renewal of all required coverage.

Y. REFUSAL OF INDIVIDUAL

The City reserves the right to refuse any individual(s) in the Contractor's employ (including subcontractors) if:

- i. the City is not satisfied with their performance as it relates to this Agreement; or
- ii. personality conflicts with City personnel hinder the effectiveness of this Agreement.

In the event of any such refusal, the Contractor's Project Manager assigned to this contract shall immediately notify the City of the reassignment (to work not related to this Agreement), resignation or discharge of any affected Contractor personnel assigned to this Contract, and such personnel shall be forthwith relieved of any further work under this Contract.

Further, unless otherwise notified, it shall be assumed that a replacement is required for a Contractor employee (including subcontractors) who has been refused from conducting work under this Contract and the Contractor shall expeditiously hire replacements. In no event shall said hiring exceed sixty (60) calendar days from the date of refusal by the City.

The City's refusal of an individual shall in no way relieve the Contractor of any of its responsibilities set forth in this Contract.

Z. ENTIRE AGREEMENT

Sections I through VII, inclusive, of this Contract is the entire agreement between the parties with respect to its subject matter, and cannot be modified or terminated orally. No modification or any claim of waiver of any of the provisions shall be effective unless in writing and signed by both parties.

PVPMISS CONTRACT

SECTION VII: SIGNATORY PAGE

WHEREFORE, the parties hereto have entered into this Agreement as of the day and year first written above.

(CONTRACTOR NAME)_____

BY: _____

TITLE: _____

CITY OF BOSTON

BY: _____
COMMISSIONER OF TRANSPORTATION/
PARKING CLERK

APPROVED AS TO FORM

PVPMISS CONTRACT

COPIES OF THE CITY OF BOSTON STANDARD
CONTRACT DOCUMENTS

The list below comprises the City's Standard Contract Documents. Copies of these documents appear on the following pages.

- City of Boston Standard Contract (Forms CM10 and CM11)
- Certificate of Authority
- Contractor Certification
- Bid Response Form
- State Tax Return Certificate
- Addendum Promoting MWBE
- Performance Bond
- Living Wage Ordinance

NOTE: CONTRACT FORMS ARE ONE SIDED.

INSERT CONTRACT CM10/CM11

INSERT STANDARD CONTRACT
GENERAL CONDITIONS

CERTIFICATE OF AUTHORITY

(For Corporations Only)

_____, ____
(Current Date)

At a meeting of the Directors of the _____
(Name of Corporation)

duly called and held at _____

on the _____ day of _____, _____, at

which a quorum was present and acting, it was VOTED, that

(Name)

the _____ of this corporation is hereby
(Office)

authorized and empowered to make, enter into, sign, seal and deliver in behalf of this

corporation a contract for _____

(Describe Service)

with the City of Boston, and a performance bond in connection with said contract.

I do hereby certify that the above is a true and correct copy of the record, that
said vote has not been amended or repealed and is in full force and effect as of this date,
and that _____

(Name)

is the duly elected _____

(Office)

of this corporation.

Attest:

(Affix Corporate Seal Here)

(Clerk) (Secretary) of the Corporation

CITY OF BOSTON /COUNTY OF SUFFOLK

CONTRACTOR CERTIFICATION*

To the Official, acting in the name and behalf of the City of Boston/County of Suffolk:

A. The undersigned agrees to furnish all labor and materials and to perform all work required for:

(Official will describe work here prior to issue)

in accordance with the terms of the accompanying contract documents.

A. The Contractor is a/an _____
(Individual-Partnership-Corporation-Joint Venture-Trust)

1. If the Contractor is a Partnership, state name and residential address of all partners:

2. If the Contractor is a Corporation, state the following:

Corporation is incorporated in the State of _____

President is _____

Treasurer is _____

Place of business is _____

(Street)

(City, State and Zip Code)

3. If the Contractor is a Joint Venture, state the name and business address of each person, firm or company that is party to the joint venture:

A copy of the joint venture agreement is on file at _____
and will be delivered to the Official on request.

4. If the Contractor is a Trust, state the name and residential address of all Trustees:

The trust document(s) are on file at _____
and will be delivered to the Official on request.

- C. If the business is conducted under any title other than the real name of the owner, state the time when, and place where, the certificate required by General Laws, c.110, §5, was filed:

- D. The Taxpayer Identification Number* of the contractor (the number used on the Employer's Quarterly Federal Tax Return, U.S. Treasury Department Form 941) is:

_____.

*If individual use Social Security Number:_____.

- E. Pursuant to M.G.L. c.60, §93, the undersigned certifies that the Collector-Treasurer of the City of Boston may withhold from amounts owing and payable to the Contractor under this contract any sums owed to any department or agency of the City of Boston which remain wholly or partially unpaid. This shall include but not be limited to unpaid taxes and assessments, police details, and any other fees and charges until such sums owed have been paid in full, and the Collector-Treasurer further may apply any amount owing and payable to the Contractor to satisfy any monies owed to the City.

- F. Pursuant to M.G.L. c.62C, §49A, the undersigned certifies under the penalties of perjury that to the best of his/her knowledge and belief all state tax returns have been filed and all state taxes required under law have been paid. (NOTE: The Taxpayer Identification Number will be furnished to the Massachusetts Department of Revenue to determine compliance with the above-referenced law).

Contractor: _____

By: _____
(Sign Here)

Business Address: _____
(Street)

(City, State and Zip Code)

NOTE: This statement must bear the written signature of the contractor.

If the Contractor is an individual doing business under a name other than his own name this statement must so state, giving the address of the individual.

If the Contractor is a partnership this statement must be signed by a general partner designated as such.

If the Contractor is a corporation, trust or joint venture this statement must be signed by a duly authorized officer or agent of such corporation, trust or joint venture.

**APPROVED AS TO FORM BY CORPORATION COUNSEL FEBRUARY, 1998
THIS FORM IS VOID AND WITHOUT LEGAL EFFECT IF ALTERED IN ANY WAY**

CITY OF BOSTON/COUNTY OF SUFFOLK

BID RESPONSE FORM

BIDDER'S NAME: _____
(Full legal name of Bidder)

PLACE OF BUSINESS: _____

BIDDER'S CONTACT PERSON: _____ TEL: _____

To the Official, acting in the name and behalf of the City of Boston/County of Suffolk:

A. Summary Of Supplies/Services Subject To Bid

The undersigned proposes to furnish the specified supplies or services and to perform all work required for:

(Official will describe here services or supplies to be procured prior to issue of Invitation For Bids; to be identical with Purchase Description and Specifications)

in accordance with the terms of the accompanying Advertisement, Purchase Description and Specifications and other contract documents, with special reference to the Invitation For Bids, the terms of which are incorporated herein, all of which have been provided by the City.

Notice To Bidder: Bidders must itemize any deviation from original specifications on a separate sheet. Catalogs or brochures will not be accepted as sole compliance with this requirement unless they also include complete technical information.

B. Documents Included

In addition to this Bid Response Form, this bid includes the following documents supplied by the Bidder [List Below]:

C. Price Bid

The total bid price for this contract is: _____

(in words & figures; may attach separate schedule)

In response to the Price Requirements in the Purchase Description and Specifications, the price components of the bid price are:

(Complete as required in Price Requirements: e.g., rates, price changes, first fiscal year, total contract period, etc. May attach separate schedule.)

The names and address of all persons interested in this bid as principals other than the undersigned are:

D. References:

Notice To Bidder: Failure to provide the following information, if required in the Purchase Description and Specifications, will result in a non-responsive bid.

1. List three or more contracts on which you served as contractor or have provided goods and supplies, as the case may be, within the past two (2) years (unless a lesser or greater period is specified by the Official) for work of similar character as required in the Purchase Description and Specifications in this Invitation For Bids.

Reference 1

Scope of Contract:

Company or Entity:

Contact Name & Phone #:

Amount of Contract:

Reference 2

Scope of Contract:

Company or Entity:

Contact Name & Phone #:

Amount of Contract:

Reference 3

Scope of Contract:

Company or Entity:

Contact Name & Phone #:

Amount of Contract:

2. Bank reference(s):

Name of Bank:

Telephone No.:

_____	_____
_____	_____
_____	_____

E. Legal Form Of Business Entity

The bidder is a/an _____
(Individual-Partnership-Corporation-Joint Venture-Trust)

1. If the bidder is a Partnership, state name and residential address of all general and limited partners:

2. If the bidder is a Corporation, state the following:

Corporation is incorporated in the State of _____

President is _____

Treasurer is _____

Place of business is _____

(Street)

(City, State and Zip Code)

3. If the bidder is a Joint Venture, state the name and business address of each person, firm or company that is party to the joint venture:

A copy of the joint venture agreement is on file at _____
and will be delivered to the Official on request.

4. If the bidder is a Trust, state the name and residential address of all Trustees:

A copy of the trust documents are on file at _____
and will be delivered to the Official on request.

- F. If the business is conducted under any title other than the real name of the owner, state the time when, and place where, the certificate required by General Laws, Chapter 110, §5 was filed:

- G. The Taxpayer Identification Number* of the bidder (the number used on the Employer's Quarterly Federal Tax Return, U.S. Treasury Department Form 941) is:

*If individual, use Social Security Number: _____

- H. Have been in business under present business name _____ years.

- I. Ever failed to complete any work awarded? _____

If answer is yes, state circumstances: _____

- J. Pursuant to M.G.L. c.60, §93, the undersigned understands and agrees that if a contract is awarded to the bidder, that the Collector-Treasurer of the City of Boston may withhold from amounts owing and payable under any contract awarded to a successful bidder any and all sums owed to any department or agency of the City of Boston which remain wholly or partially unpaid. This shall include but not be limited to unpaid taxes and assessments, police details, and any other fees and charges until such sums owed have been paid in full, and the Collector-Treasurer further may apply any amounts owing and payable under any contract awarded to the successful bidder to satisfy any monies owed to the City.

- K. Pursuant to M.G.L. c.62C, §49A, the undersigned certifies under the penalties of perjury that to the best of his/her knowledge and belief all state tax returns have been filed and that all state taxes required under law have been paid. (NOTE: The Taxpayer Identification Number will be furnished to the Massachusetts Department of Revenue to determine compliance with the above-referenced law.)

- L. The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals.

Bidder: _____

By: _____
(Sign Here)

Business Address: _____
(Street)

(City, State, Zip Code)

NOTE: THIS BID MUST BEAR THE WRITTEN SIGNATURE OF THE BIDDER.

If the bidder is an individual doing business under a name other than his own name the bid must so state, giving the address of the individual.

If the bidder is a partnership, the bid must be signed by a partner designated as such.

If the bidder is a corporation, trust or joint venture the bid must be signed by a duly authorized officer or agent of such corporation, trust or joint venture.

**APPROVED AS TO FORM BY CORPORATION COUNSEL FEBRUARY, 1998
THIS FORM IS VOID AND WITHOUT LEGAL EFFECT IF ALTERED IN ANY WAY**



STATE TAX RETURN CERTIFICATE

The City of Boston is subject to Section 49A of Chapter 62C of the Massachusetts General Laws which provides, in subsection (b), "[t]hat no contract or other agreement for the purposes of providing goods, services or real estate space ... shall be entered into, renewed or extended with any person unless such person certifies in writing, under the penalties of perjury, that had complied with all laws of the commonwealth relating to taxes."

CERTIFICATION

Pursuant to M.G.L. Chapter 62C, Section 49A, I certify under the penalties of perjury, that to my best knowledge and belief, I have filed all state tax returns and paid all state taxes required under law.

Name of Bidder or Proposer

Authorized Signature of
Bidder or Proposer

Social Security #
Federal Identification #

Date

Approval of a contract or other agreement will not be granted unless this certificate is signed by the bidder.

Social Security number of Federal Identification number, as applicable, will be furnished to the Massachusetts Department of Revenue to determine compliance with the above-referenced law.

(FORM CM-05)
PERFORMANCE BOND

The undersigned surety company hereby binds itself, its successors and assigns to pay to the City of Boston the sum of _____
(\$ _____) dollars.

This obligation is upon the condition that if the party(s) designated in the contract attached hereto as Contractor and all subcontractors under such contract shall faithfully furnish and perform everything required to be furnished and performed by them under such contract, and for all labor performed or furnished, and for all materials used in the carrying out of such contract, then this obligation shall become and be null and void; otherwise it shall be and remain in full force and effect.

Signed, and sealed and delivered this _____ day of _____, _____.

PRINCIPAL: _____ SURETY: _____

By _____
Name

By _____
Attorney-in-fact
(Affix Corporate Seal Here)

Bonding Company is Incorporated in State of _____

President is _____

Treasurer is _____

Place of business of Bonding Corporation in Massachusetts is _____

APPROVED AS TO FORM BY CORPORATION COUNSEL FEBRUARY, 1998
THIS FORM IS VOID AND WITHOUT LEGAL EFFECT IF ALTERED IN ANY WAY

NOTIFICATION TO BE INCLUDED ON THE RFP
INQUIRIES AND ANSWERS MAILING LIST LOG SHEET

Per the Provisions of sections '3.15' and '3.17' of this RFP, prospective proposers that wish to receive (from the City) RFP related correspondence which is generated by the City on those times and dates after the Mandatory Proposers' Conference must complete and deliver or mail the log sheet entitled 'NOTIFICATION TO BE INCLUDED ON THE RFP INQUIRIES AND ANSWERS MAILING LIST' to the address set forth in section 3.11 of this RFP. Prospective proposers may, alternately, submit the completed form to the City at the Proposers' Conference.

A copy of this log sheet is provided on the following page.

NOTIFICATION TO BE INCLUDED ON THE RFP
INQUIRIES AND ANSWERS MAILING LIST LOG

INSTRUCTIONS: Per the provisions of sections '3.15' and '3.17' of this RFP, prospective proposers that wish to receive (from the City) RFP related correspondence which is generated on any times and dates after the Mandatory Proposers' Conference must deliver or mail this completed log sheet to the following address:

Ms. Gina Fiandaca
Director
BTD/Office of the Parking Clerk
Room 224
One City Hall Plaza
Boston., MA 02201

Alternately, prospective proposers may submit the completed form to the City at the Proposers' Conference.

PROSPECTIVE PROPOSER INFORMATION:

Company Name: _____

Contact Person : _____

Title : _____

Mailing Address : _____

Telephone : () - _____

Fax : () - _____

COPIES OF REQUIRED RESPONSE FORMS AND QUESTIONNAIRES

As noted in section '8.4' of this RFP document, copies of response forms and questionnaires are provided on the following pages.

Where not self-explanatory, instructions to proposers regarding the provision of such information are provided with the form or questionnaire. As a general guideline, the proposer's provision of said information shall be detailed, comprehensive and clear.

Please note that forms number 1 through 3 as they appear in this RFP have been reduced, for packaging purposes, from their actual size of 8.5" X 14" to 8.5" X 11". 'Full Size' copies of these forms, and additional copies of all other forms, shall be made available at the Proposer's Conference or at any other time at the request of a proposer. Also, proposers may reproduce or use a facsimile of the forms and questionnaires. However, forms number 1 through 3 may be difficult to reproduce, i.e., copy, due to copy enlargement considerations.

Below is a listing of the ten (10) response forms that appear on the following pages (page numbers are indicated):

- Form A: Minimum Evaluation Criteria Response Form (p. 527)
- Form #1: 5 Large Scale, Full Service Clients For Primary Parking Ticket Processing That Are Most Similar And Comparable To Boston: **Summary Data** (p. 551)
- Form #2: Additional 10 PVPMISS Clients For Primary Ticket Processing (p. 562)
- Form #3: 5 Large Scale, Full Service Clients For Primary Parking Ticket Processing That Are Most Similar And Comparable To Boston: **Scope of Services Overview**
- Form #4: Proposer PVPMISS Experience Form (p. 564)
- Form #5: PVPMISS Employee Background Form (p. 565)
- Form #6: Motor Vehicle Agency Interface Experience Form (p. 571)
- Form #7: PVPMISS Proposer Overview Form (p. 577)
- Form #8: PVPMISS Personnel Matrix Form (p. 579)
- Form #9: Data Center Hardware and Technical Environment (p. 581)
- Form #10: Hand-Held Ticket Writing Devices (p. 582)

INSTRUCTIONS FOR THE COMPLETION OF FORM A

MINIMUM EVALUATION CRITERIA RESPONSE FORM

Complete Parts A and B of this form to substantiate two of the required total four years experience processing 500,000 parking tickets annually. Parts A and B of this form are intended to allow proposers to list multiple clients if a proposer did not process all 500,000 parking tickets for a single client for two of the four years.

Complete parts C and D of this form to substantiate the remaining two years of the required total four years experience processing 500,000 parking tickets annually. Parts C and D are intended to allow proposers to list a single client for whom the proposer processed 500,000 parking tickets annually.

If the proposer has experience processing 500,000 parking tickets annually for a single client for all four years of the required experience, Parts A and B should be completed listing the single client in the space provided for 'Name of Client'. Parts C and D should be completed as indicated above.

FORM A

(page 1 of 24)

MINIMUM EVALUATION CRITERIA RESPONSE FORM

Name of Proposer: _____

1. Proposer Experience
Part A

Instructions:

Use one form per year.

For each system, subsystem or service listed on the following pages, indicate the client to which this item was provided/not provided by listing the client number (as indicated on this page below) in the space provided on the following pages.

Date: Indicate dates of service for each client.

Year 1: _____

Total # of parking tickets processed for this year (combined for all clients): _____

<u>Name of Client</u>	<u>Annual # Tickets Processed</u>	<u>Dates</u>
#1 _____ _____	_____	
#2 _____ _____	_____	
#3 _____ _____	_____	
#4 _____ _____	_____	
#5 _____ _____	_____	
#6 _____ _____	_____	
#7 _____ _____	_____	
#8 _____ _____	_____	

(attach additional pages if necessary)

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 2 of 24)

1. Proposer Experience
Part A (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>
1. System, Operational and Functional Requirements of a Comprehensive and Integrated PVPMISS	_____	_____
2. Changes to Specifications and Requirements and the Effective and Efficient Accommodation of Changes	_____	_____
3. Parking Ticket Pick-up, Receipt and Control	_____	_____
4. Ticket Data Entry	_____	_____
5. Updating Tickets to On-Line and Master Files	_____	_____
6. Lockbox Processing Functions	_____	_____
7. On-Line, Real-Time, 'Point of Sale' Processing System	_____	_____
8. Required Screen Data for General and Universal Inquiry and Customer Service Functions	_____	_____
9. On-Line, Real-Time Claims Processing System	_____	_____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 3 of 24)

1. Proposer Experience
Part A (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>
10. RMV Interface System	_____	_____
11. Dunning Notice System and Services	_____	_____
12. Boot and Tow System	_____	_____
13. Abandoned Vehicle System	_____	_____
14. On-Line Multiple Vehicle-Single Owner/Entity System	_____	_____
15. Parking Meter Management System	_____	_____
16. Sign Management System	_____	_____
17. Automated Interactive Voice Response System	_____	_____
18. Automated Refund System	_____	_____
19. Management Information System	_____	_____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 4 of 24)

1. Proposer Experience
Part A (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>
20. Production Schedules	_____	_____
21. Network Capability and Other Equipment, Service and Supply Requirements	_____	_____
22. On-Line System Availability	_____	_____
23. File Archive	_____	_____
24. Resident Permit Parking System	_____	_____
25. Provision of Complete Services to All Tickets on the Database	_____	_____
26. System Documentation and User Requirements	_____	_____
27. Performance Reporting	_____	_____
28. Security	_____	_____
29. Complete and Comprehensive Back-Up of all Systems and Files and Alternative Processing Arrangements	_____	_____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 5 of 24)

1. Proposer Experience
Part A (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>
30. Training	_____	_____
31. Capacity and Volumes	_____	_____
32. Test System	_____	_____
33. Recovery from Catastrophic Failure	_____	_____
34. Organization, Plan of Services and Personnel	_____	_____
35. Secondary Collections	_____	_____
36. Conversion	_____	_____
37. Hand-Held Ticket Writing Devices	_____	_____
38. Document Image Processing and Workflow System	_____	_____
39. Traffic Management Permitting System	_____	_____
40. Red Light Running Program	_____	_____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 6 of 24)

1. Proposer Experience
Part B

Instructions:

Use one form per year.

For each system, subsystem or service listed on the following pages, indicate the client to which this item was provided/not provided by listing the client number (as indicated on this page below) in the space provided on the following pages.

Date: Indicate dates of service for each client.

Year 2: _____

Total # of parking tickets processed for this year (combined for all clients): _____

<u>Name of Client</u>	<u>Annual # Tickets Processed</u>	<u>Dates</u>
#1 _____ _____	_____	
#2 _____ _____	_____	
#3 _____ _____	_____	
#4 _____ _____	_____	
#5 _____ _____	_____	
#6 _____ _____	_____	
#7 _____ _____	_____	
#8 _____ _____	_____	

(attach additional pages if necessary)

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 7 of 24)

1. Proposer Experience
Part B (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>
1. System, Operational and Functional Requirements of a Comprehensive and Integrated PVPMISS	_____	_____
2. Changes to Specifications and Requirements and the Effective and Efficient Accommodation of Changes	_____	_____
3. Parking Ticket Pick-Up, Receipt and Control	_____	_____
4. Ticket Data Entry	_____	_____
5. Updating Tickets to On-Line and Master Files	_____	_____
6. Lockbox Processing Functions	_____	_____
7. On-Line, Real-Time, 'Point of Sale' Payment Processing System	_____	_____
8. Required Screen Data for General and Universal Inquiry and Customer Service Functions	_____	_____
9. On-Line, Real-Time Claims Processing System	_____	_____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 8 of 24)

1. Proposer Experience
Part B (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>
10. RMV Interface System	_____	_____
11. Dunning Notice System and Services	_____	_____
12. Boot and Tow System	_____	_____
13. Abandoned Vehicle System	_____	_____
14. On-Line Multiple Vehicle-Single Owner/Entity System	_____	_____
15. Parking Meter Management System	_____	_____
16. Sign Management System	_____	_____
17. Automated Interactive Voice Response System	_____	_____
18. Automated Refund System	_____	_____
19. Management Information System	_____	_____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 9 of 24)

1. Proposer Experience
Part B (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>
20. Production Schedules	_____	_____
21. Network Capability and Other Equipment, Service and Supply Requirements	_____	_____
22. On-Line System Availability	_____	_____
23. File Archive	_____	_____
24. Resident Permit Parking System	_____	_____
25. Provision of Complete Services to All Tickets on the Database	_____	_____
26. System Documentation and User Requirements	_____	_____
27. Performance Reporting	_____	_____
28. Security	_____	_____
29. Complete and Comprehensive Back-Up of all Systems and Files and Alternative Processing Arrangements	_____	_____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 10 of 24)

1. Proposer Experience
Part B (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>
30. Training	_____	_____
31. Capacity and Volumes	_____	_____
32. Test System	_____	_____
33. Recovery from Catastrophic Failure	_____	_____
34. Organization, Plan of Services and Personnel	_____	_____
35. Secondary Collections	_____	_____
36. Conversion	_____	_____
37. Hand-Held Ticket Writing Devices	_____	_____
38. Document Image Processing and Workflow System	_____	_____
39. Traffic Management Permitting System	_____	_____
40. Red Light Running Program	_____	_____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 11 of 24)

1. **Proposer Experience** **Part C**

Instructions:

Use this form to substantiate experience processing at least 500,000 parking tickets annually for a **SINGLE CLIENT**. (Use this form for first of two required years processing 500,000 tickets annually for a single client). Use one form per client per year.

Indicate with an "X" for each item provided or not provided for each client.

Date: Indicate date service for this item commenced.

Name of Client: _____

Address: _____

Dates of Service From: _____ To: _____

Annual # of Parking Tickets Processed: _____

RFP Systems, Subsystems and Services Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
1. System, Operational and Functional Requirements of a Comprehensive and Integrated PVPMISS _____	_____	_____	
1. Changes to Specifications and Requirements and the Effective and Efficient Accommodation of Changes _____	_____	_____	
2. Parking Ticket Pick-Up, Receipt and Control _____	_____	_____	
3. Ticket Data Entry _____	_____	_____	
4. Updating Tickets to On-Line and Master Files _____	_____	_____	

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 12 of 24)

1. Proposer Experience
Part C (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
5. Lockbox Processing Functions	_____	_____	

7. On-Line, Real-Time, 'Point of Sale' Payment Processing System	_____	_____	

8. Required Screen Data for General and Universal Inquiry and Customer Service Functions	_____	_____	

9. On-Line, Real-Time Claims Processing System	_____	_____	

10. RMV Interface System	_____	_____	

11. Dunning Notice System and Services	_____	_____	

12. Boot and Tow System	_____	_____	

13. Abandoned Vehicle System	_____	_____	

14. On-Line Multiple Vehicle-Single Owner/Entity System			

15. Parking Meter Management System

16. Sign Management System

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 13 of 24)

1. Proposer Experience
Part C (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
17. Automated Interactive Voice Response System _____	_____	_____	
18. Automated Refund System _____	_____	_____	
19. Management Information System _____	_____	_____	
20. Production Schedules _____	_____	_____	
21. Network Capability and Other Equipment, Service and Supply Requirements _____	_____	_____	
22. On-Line System Availability _____	_____	_____	
23. File Archive _____	_____	_____	
24. Resident Permit Parking System _____	_____	_____	
25. Provision of Complete Services to All Tickets on the Database			

26. System Documentation and
User Requirements

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 14 of 24)

1. Proposer Experience
Part C (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
27. Performance Reporting _____	_____	_____	
28. Security _____	_____	_____	
29. Complete and Comprehensive Back-Up of all Systems and Files and Alternative Processing Arrangements _____	_____	_____	
30. Training _____	_____	_____	
31. Capacity and Volumes _____	_____	_____	
32. Test System _____	_____	_____	
33. Recovery from Catastrophic Failure _____	_____	_____	
34. Organization, Plan of Services and Personnel _____	_____	_____	
35. Secondary Collections			

36. Conversion

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 15 of 24)

1. Proposer Experience
Part C (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
37. Hand-Held Ticket Writing Devices _____	_____	_____	
38. Document Image Processing and Workflow System _____	_____	_____	
39. Traffic Management Permitting System _____	_____	_____	
40. Red Light Running Program _____	_____	_____	

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 16 of 24)

1. **Proposer Experience** **Part D**

Instructions:

Use this form to substantiate experience processing at least 500,000 parking tickets annually for a **SINGLE CLIENT**. (Use this form for second of two required years processing 500,000 tickets annually for a single client). Use one form per client per year.

Indicate with an "X" for each item provided or not provided for each client.

Date: Indicate date service for this item commenced.

Name of Client: _____

Address: _____

Dates of Service From: _____ To: _____

Annual # of Parking Tickets Processed: _____

RFP Systems, Subsystems and Services Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
1. System, Operational and Functional Requirements of a Comprehensive and Integrated PVPMISS _____	_____	_____	
2. Changes to Specifications and Requirements and the Effective and Efficient Accommodation of Changes _____	_____	_____	
3. Parking Ticket Pick-Up, Receipt and Control _____	_____	_____	
4. Ticket Data Entry _____	_____	_____	
5. Updating Tickets to On-Line and Master Files _____	_____	_____	

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 17 of 24)

1. Proposer Experience
Part D (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
6. Lockbox Processing Functions	_____	_____	

7. On-Line, Real-Time, 'Point of Sale' Payment Processing System	_____	_____	

8. Required Screen Data for General and Universal Inquiry and Customer Service Functions	_____	_____	

9. On-Line, Real-Time Claims Processing System	_____	_____	

10. RMV Interface System	_____	_____	

11. Dunning Notice System and Services	_____	_____	

12. Boot and Tow System	_____	_____	

13. Abandoned Vehicle System	_____	_____	

14. On-Line Multiple Vehicle-Single Owner/Entity System			

15. Parking Meter Management System

16. Sign Management System

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 18 of 24)

1. Proposer Experience
Part D (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
17. Automated Interactive Voice Response System _____	_____	_____	
18. Automated Refund System _____	_____	_____	
19. Management Information System _____	_____	_____	
20. Production Schedules _____	_____	_____	
21. Network Capability and Other Equipment, Service and Supply Requirements _____	_____	_____	
22. On-Line System Availability _____	_____	_____	
23. File Archive _____	_____	_____	
24. Resident Permit Parking System _____	_____	_____	
25. Provision of Complete Services to All Tickets on the Database			

26. System Documentation and
User Requirements

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 19 of 24)

1. Proposer Experience
Part D (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
27. Performance Reporting _____	_____	_____	
28. Security _____	_____	_____	
29. Complete and Comprehensive Back-Up of all Systems and Files and Alternative Processing Arrangements _____	_____	_____	
30. Training _____	_____	_____	
31. Capacity and Volumes _____	_____	_____	
32. Test System _____	_____	_____	
33. Recovery from Catastrophic Failure _____	_____	_____	
34. Organization, Plan of Services and Personnel _____	_____	_____	
35. Secondary Collections			

36. Conversion

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 20 of 24)

1. Proposer Experience
Part D (cont.)

RFP Systems, Subsystems and Services Provided/Not Provided:

<u>System/Subsystem/Service</u>	<u>Provided</u>	<u>Not Provided</u>	<u>Date</u>
37. Hand-Held Ticket Writing Devices _____	_____	_____	
38. Document Image Processing and Workflow System _____	_____	_____	
39. Traffic Management Permitting System _____	_____	_____	
40. Red Light Running Program _____	_____	_____	

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 21 of 24)

1. Required Systems/Subsystems/Services – Have you included all systems, subsystems and services, as defined in the section of this RFP entitled “Scope of Services”, as part of your proposal?

YES _____ NO _____

3. Proposal Deposit – Have you submitted a proposal deposit in the form of a certified check drawn on, or a treasurer’s or cashier’s check issued by, a responsible bank or trust company and made payable to the City of Boston, or a proposal bond issued by a surety company qualified to do business in the Commonwealth and satisfactory in form to the City? Is the amount of such check or the penal sum of such bond \$25,000 (twenty-five thousand dollars)? Does such proposal deposit accompany the original signed Technical Proposal received at the Transportation Department/Office of the Parking Clerk?

YES _____ NO _____

4. Performance Bond – Do you agree to provide, at the City’s discretion, as security to guarantee the faithful performance of any contract awarded pursuant to this RFP a performance bond of a surety company authorized to do business in the Commonwealth and satisfactory in form to the Awarding Authority in the amount of \$1,000,000 (one million dollars)?

YES _____ NO _____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 22 of 24)

5. Proposal Format – Have you submitted your proposal in conformance with the requirements set forth in the section of this RFP entitled “Information and Instructions to Proposers Regarding Submittal of the Non-Cost (Technical) and Cost Proposals and the Evaluation Thereof” and the section of this RFP entitled “Submission of the Complete Proposal”? Have you included all required forms, responses and references? Have you submitted separate, clearly labeled and sealed technical and cost proposals?

YES _____ NO _____

- 5.A. Cost Submittal – Have you submitted your cost proposal separate from your technical proposal, in a sealed package clearly labeled in conformance with the requirements set forth in the section of this RFP entitled “Information and Instructions to Proposers Regarding Submittal of the Non-Cost (Technical) and Cost proposals and the Evaluation Thereof?”

YES _____ NO _____

6. Turnkey - - Do you agree to provide all systems, subsystems and services as defined in the section of this RFP entitled “Scope of Services”, ready to operate in a production environment, on July 1, 2010?

YES _____ NO _____

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 23 of 24)

7. Personnel – Have you included all of the required RFP Forms and detailed current resumes for all of the key personnel as requested in this RFP?

YES _____ NO _____

—

- 7.A. Project Team – Do you agree that the City shall retain the right to interview and approve/disapprove any potential Boston project team member or key personnel? Additionally, if a key individual's or team member's performance proves unsatisfactory to the City or if personality conflicts impair performance, do you agree that the City reserves the right to require that person's removal from the Boston Team?

YES _____ NO _____

—

8. Adaptability – Do you agree to adapt and upgrade your staffing, equipment, software and other resources to respond to and fulfill the variable needs of the City throughout the course of any contract awarded pursuant to this RFP without additional cost to the City?

YES _____ NO _____

—

MINIMUM EVALUATION CRITERIA RESPONSE FORM (page 24 of 24)

9. Financial Strength – Is your firm financially solvent (i.e. currently not bankrupt and currently not considering filing for bankruptcy protection) and have you provided documentation to support that fact? At a minimum, have you provided audited financial statements for each of the three (3) most recent fiscal years? (If your firm is a subsidiary of a larger organization, this information, if available, should be provided for the parent and the proposing entity.)

YES _____ NO _____

10. User Guides and Specifications for Program/System Areas and Service Areas (with the emphasis on system areas) – Do you agree to provide the actual documentation for system, subsystem and service areas (with the emphasis on systems and subsystems)? This constitutes your description and provision of actual documentation relative to each RFP system or service function such as: user guides/manuals for on-line systems viewing, on-line systems processing, MIS and other reports, etc.; user-oriented system processing explanations; user-oriented criteria and condition statements for system activities, events and functions; user-oriented functional specifications and descriptions of software programs and relationships between different programs; user-oriented descriptions of operational service functions; etc. In the event that certain information represents trade secrets or proprietary information, do you agree to make said material available to the City at a location to be determined by you, so long as said location is situated within approximately a one (1) mile radius of Boston City Hall? Do you agree to allow evaluators unrestricted access, for the purpose of review and ‘note taking’, to said document during the hours of 9:00 a.m. and 5:00 p.m., Monday through Friday (excluding holidays), during the evaluation phase of this RFP? (The beforementioned access for any single review visit shall be arranged a minimum of twenty-four (24) hours prior to said visit.)

YES _____ NO _____

**FORM # 1: 5 LARGE SCALE, FULL SERVICE CLIENTS FOR PRIMARY
PARKING TICKET PROCESSING THAT ARE MOST SIMILAR AND
COMPARABLE TO BOSTON: *SUMMARY DATA***

**Instructions for Completion:
(page 1 of 3 instructions)**

Introduction: Provide a list of five (5) large-scale, full service PVPMISS clients in which the requirements, systems and services for the clients are at least somewhat similar and comparable to the requirements, systems and services reflected in this RFP. This list should also be limited to those clients for which you provide and operate the primary computer system and maintain and update the database containing the parking violations. If you provide just one or two basic systems or services such as backlog collections or lockbox services for a client, you should definitely not list the client on this form. If data is not available for categories, indicate with the notation – N/A. (You may provide information on clients that are provided specific systems and services that are similar and comparable to those required by Boston on additional sheets of paper / pages. Also, if you have other information about your experience that could not be easily reflected on this form, you can substitute separate sheets of paper / pages. If you do submit additional sheets of paper / pages, you should indicate at the bottom of the form the number of additional pages that have been attached to the form.)

Column A: Indicate your clients that are most similar and comparable to Boston in terms of the number of parking tickets and the RFP PVPMISS requirements relative to number, size, scope, level of integration and complexity of the systems and services.

For the two similar to Boston clients, please try to provide data for up to the past ten (10) years for at least categories ‘A’ through ‘D’. You may, particularly for the older years, use ‘rough’ approximate numbers or ‘rough’ estimates. However, if you use ‘rough’ approximate or estimated numbers, place the letter ‘A’ in front of the number. In a space prior to the client’s name, next to the # symbol, indicate the client’s similarity and comparability to Boston by ranking the clients ‘1’ through ‘5’ in terms of similarity to Boston. For example, the client with the number ‘1’ prior to its name would be the client that is most similar to Boston and the client with the number ‘5’ prior to its name would be the client that is least similar to Boston of the five clients.

Column B: Provide data on the clients for the past years. Indicate with a **CY** if data is for a calendar year or **FY** if data is for a fiscal year. Also, indicate the months that you provided systems and services under contract to the Client.

Examples: 2008: cy____/fy__**x**__, 7/2007 to 6/2008;
2008: cy____/fy__**x**__, 7/2007 to 12/2007;
cy__**x**__/fy____, 1/2008 to 8/2008.

For 2000, whether calendar or fiscal year, if you are continuing to provide service beyond the month indicated, please put an asterisk next to the year (i.e., 00*).

Column C: In this column, indicate the number of parking tickets issued. (Do not include moving violations.)

Column D: Indicate the revenue from parking tickets fines and penalties. (Do not include revenue from other sources such as but not limited to, moving violations, seizure fees, tow fees, meter revenue and storage fees.)

Column E: Indicate the number of discrete payments processed. If you receive partial payments on a ticket on different days, you could count it as two payments that were processed.

Column F: Indicate the total number of discrete requests for registrant identification requests to all RMV's for data on registrants of motor vehicles with parking tickets. If you made requests on the same registration six different times during the year, you would count this as six requests. (Do not include requests for registrant data on moving violations or other types of violations.)

Frequency: You should indicate the normal frequency that registrant requests were sent to the registry, i.e., daily, weekly, bi-weekly, monthly, bi-monthly, quarterly, annually or if your response does not fit any of these categories, identify the time period in your own words.

Column G: Indicate the number of parking ticket requests that were accepted and actually "marked" and actually "cleared" for non-renewal of a driver's license or registration by the Registry or Division of Motor Vehicles. (Do not include requests for registrant data on moving violations or other types of violations.)

Frequency: You should indicate the normal frequency that parking ticket requests for "marks" and "clears" were sent to the registry, i.e., daily, weekly, bi-weekly, monthly, bi-monthly, quarterly, annually or if your response does not fit any of these categories, identify the time period in your own words.

Column H: Indicate the number of parking ticket “dunning” notices that were mailed. Do not include correspondence notices of any type (i.e., Resident Permit notices, Abandoned Vehicle notices, etc.) or hearing requests unless the hearing request was designed as a “dunning” notice. The number must reflect the number of notices and not the number of tickets that appeared on notices.

Frequency: You should indicate the normal frequency that notices were mailed, i.e., daily, weekly, bi-weekly, monthly, bi-monthly, quarterly, annually or if your response does not fit any of these categories, identify the time period in your own words. If your system allowed clients to make selections for mailings from various frequencies and combination of frequencies of which a daily frequency was an option, use the word, “flexible” under the frequency category.

Ticket: Indicate with an “X” if your system routinely generated notices based on ticket-level criteria.

Plate: Indicate with an “X” if your system routinely generated notices based on plate-level criteria.

Column I: The first number should indicate the number of vehicles that were booted and/or towed for seizure because a specified number of tickets remained unpaid. The second number should indicate the number of unpaid tickets that qualified a vehicle for such seizure.

Column J: Indicate the number of tows performed due to a distinct occurrence where a vehicle is parked illegally such as in a tow zone or at a hydrant.

* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR PRIMARY PARKING TICKET PROCESSING THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON: SUMMARY DATA

A. CLIENT		B. APPROX. PERIOD OF CONTRACTS MO/YR TO MO/YR	C. # OF PARKING TICKETS ISSUED	D. \$ REVENUE	E. PAYMENTS PROCESSED	F. INDIVIDUAL REQUESTS FOR REGISTRY DATA	F. INDIVIDUAL REQUESTS FOR FREQUENCY
YR.	CY FY						
2009		/	06	09	06	09	
2008		/	08	08	08	08	
2007		/	07	07	07	07	
2006		/	06	06	06	06	
2005		/	05	05	05	05	
2004		/	04	04	04	04	
2003		/	03	03	03	03	
2002		/	02	02	02	02	
2001		/	01	01	01	01	
2000		/	00	00	00	00	
2009		/	09	09	09	09	
2008		/	08	08	08	08	
2007		/	07	07	07	07	
2006		/	06	06	06	06	
2005		/	05	05	05	05	
2004		/	04	04	04	04	
2003		/	03	03	03	03	
2002		/	02	02	02	02	
2001		/	01	01	01	01	
2000		/	00	00	00	00	
2009		/	09	09	09	09	
2008		/	08	08	08	08	
2007		/	07	07	07	07	
2006		/	06	06	06	06	
2005		/	05	05	05	05	
2009		/	09	09	09	09	
2008		/	08	08	08	08	
2007		/	07	07	07	07	
2006		/	06	06	06	06	
2005		/	05	05	05	05	
2009		/	09	09	09	09	
2008		/	08	08	08	08	
2007		/	07	07	07	07	
2006		/	06	06	06	06	
2005		/	05	05	05	05	
2009		/	09	09	09	09	
2008		/	08	08	08	08	
2007		/	07	07	07	07	
2006		/	06	06	06	06	
2005		/	05	05	05	05	
2009		/	09	09	09	09	
2008		/	08	08	08	08	
2007		/	07	07	07	07	
2006		/	06	06	06	06	
2005		/	05	05	05	05	

Only fill in if you have been under contract for these time periods.

1087o FORM #1

* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR PRIMARY PARKING TICKET PROCESSING THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON: SUMMARY DATA

# MARKS	G.			# NOTICES	H.		PLATES		I.		J.		
	NON-RENEWALS FREQUENCY # MARKS	CLEAR	FREQUENCY CLEARS		TICKETS	# OF BOOT & TOW			SEIZURES # OF TICKETS FOR SEIZURE SEIZURES	TOWS # ELIGIBILITY			
<hr/>													
<hr/>													
09	_____	_____	_____	09	_____	_____	_____		09	_____	_____	09	_____
08	_____	_____	_____	08	_____	_____	_____		08	_____	_____	08	_____
07	_____	_____	_____	07	_____	_____	_____		07	_____	_____	07	_____
06	_____	_____	_____	06	_____	_____	_____		06	_____	_____	06	_____
05	_____	_____	_____	05	_____	_____	_____		05	_____	_____	05	_____
04	_____	_____	_____	04	_____	_____	_____		04	_____	_____	04	_____
03	_____	_____	_____	03	_____	_____	_____		03	_____	_____	03	_____
02	_____	_____	_____	02	_____	_____	_____		02	_____	_____	02	_____
01	_____	_____	_____	01	_____	_____	_____		01	_____	_____	01	_____
00	_____	_____	_____	00	_____	_____	_____		00	_____	_____	00	_____
<hr/>													
09	_____	_____	_____	09	_____	_____	_____		09	_____	_____	09	_____
08	_____	_____	_____	08	_____	_____	_____		08	_____	_____	08	_____
07	_____	_____	_____	07	_____	_____	_____		07	_____	_____	07	_____
06	_____	_____	_____	06	_____	_____	_____		06	_____	_____	06	_____
05	_____	_____	_____	05	_____	_____	_____		05	_____	_____	05	_____
04	_____	_____	_____	04	_____	_____	_____		04	_____	_____	04	_____
03	_____	_____	_____	03	_____	_____	_____		03	_____	_____	03	_____
02	_____	_____	_____	02	_____	_____	_____		02	_____	_____	02	_____
01	_____	_____	_____	01	_____	_____	_____		01	_____	_____	01	_____
00	_____	_____	_____	00	_____	_____	_____		00	_____	_____	00	_____
<hr/>													
09	_____	_____	_____	09	_____	_____	_____		09	_____	_____	09	_____
08	_____	_____	_____	08	_____	_____	_____		08	_____	_____	08	_____
07	_____	_____	_____	07	_____	_____	_____		07	_____	_____	07	_____
06	_____	_____	_____	06	_____	_____	_____		06	_____	_____	06	_____
05	_____	_____	_____	05	_____	_____	_____		05	_____	_____	05	_____
<hr/>													
09	_____	_____	_____	09	_____	_____	_____		09	_____	_____	09	_____
08	_____	_____	_____	08	_____	_____	_____		08	_____	_____	08	_____
07	_____	_____	_____	07	_____	_____	_____		07	_____	_____	07	_____
06	_____	_____	_____	06	_____	_____	_____		06	_____	_____	06	_____
05	_____	_____	_____	05	_____	_____	_____		05	_____	_____	05	_____
<hr/>													
09	_____	_____	_____	09	_____	_____	_____		09	_____	_____	09	_____
08	_____	_____	_____	08	_____	_____	_____		08	_____	_____	08	_____
07	_____	_____	_____	07	_____	_____	_____		07	_____	_____	07	_____
06	_____	_____	_____	06	_____	_____	_____		06	_____	_____	06	_____
05	_____	_____	_____	05	_____	_____	_____		05	_____	_____	05	_____

* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR PRIMARY PARKING TICKET PROCESSING THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON: SCOPE OF SERVICES OVERVIEW

A. CLIENT	1. REQUIREMENTS OF A COMPREHENSIVE & INTEGRATED PVPMISS	2. CHANGES TO SPEC'S & REQUIREMENTS	3. PARKING TICKET PICK-UP RECEIPT AND CONTROL	4. PARKING TICKET DATA ENTRY/TRANSFER	5. UPDATING TICKETS TO ON-LINE & MASTER FILES	6. LOCKBOX	7. ON-LINE, REAL TIME POINT OF SALE PAYMENT PROCESSING SYSTEM
YR.							
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05

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* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR PRIMARY PARKING TICKET PROCESSING THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON: SCOPE OF SERVICES OVERVIEW

A. CLIENT	8. REQUIRED SCREEN DATA FOR GENERAL & UNIV. INQ. & CUSTOMER SERV.	9. ON LINE/REAL TIME CLAIMS PROCESSING SYS.	10. RMV INTERFACE SYSTEM AND REQUIREMENTS	11. DUNNING NOTICES	12. BOOT & TOW	13. ABANDONED VEHICLE	14. MULTI-OWNER SYSTEM
YR.							
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05

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* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR PRIMARY PARKING TICKET PROCESSING THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON: SCOPE OF SERVICES OVERVIEW

A. CLIENT YR.	15. METER MANAGEMENT	16. SIGN MANAGEMENT	17. VOICE RESPONSE	18. REFUND	19. MIS	20. PRODUCTION SCHEDULE	21. NETWORK CAPABILITY
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05

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* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR PRIMARY PARKING TICKET PROCESSING THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON: SCOPE OF SERVICES OVERVIEW

A. CLIENT YR.	22. ON-LINE AVAILABILITY	23. FILE ARCHIVE	24. RESIDENT PERMIT PARKING SYSTEM	25. COMPLETE SVS TO ALL TICKETS	26. DOCUMENTATION AND USER REQUIREMENTS	27. PERFORMANCE	28. SECURITY REPORT
2009	_____	09 _____	09 _____	09 _____	09 _____	09 _____	09 _____
2008	_____	08 _____	08 _____	08 _____	08 _____	08 _____	08 _____
2007	_____	07 _____	07 _____	07 _____	07 _____	07 _____	07 _____
2006	_____	06 _____	06 _____	06 _____	06 _____	06 _____	06 _____
2005	_____	05 _____	05 _____	05 _____	05 _____	05 _____	05 _____
2004	_____	04 _____	04 _____	04 _____	04 _____	04 _____	04 _____
2003	_____	03 _____	03 _____	03 _____	03 _____	03 _____	03 _____
2002	_____	02 _____	02 _____	02 _____	02 _____	02 _____	02 _____
2001	_____	01 _____	01 _____	01 _____	01 _____	01 _____	01 _____
2000	_____	00 _____	00 _____	00 _____	00 _____	00 _____	00 _____
2009	_____	09 _____	09 _____	09 _____	09 _____	09 _____	09 _____
2008	_____	08 _____	08 _____	08 _____	08 _____	08 _____	08 _____
2007	_____	07 _____	07 _____	07 _____	07 _____	07 _____	07 _____
2006	_____	06 _____	06 _____	06 _____	06 _____	06 _____	06 _____
2005	_____	05 _____	05 _____	05 _____	05 _____	05 _____	05 _____
2004	_____	04 _____	04 _____	04 _____	04 _____	04 _____	04 _____
2003	_____	03 _____	03 _____	03 _____	03 _____	03 _____	03 _____
2002	_____	02 _____	02 _____	02 _____	02 _____	02 _____	02 _____
2001	_____	01 _____	01 _____	01 _____	01 _____	01 _____	01 _____
2000	_____	00 _____	00 _____	00 _____	00 _____	00 _____	00 _____
2009	_____	09 _____	09 _____	09 _____	09 _____	09 _____	09 _____
2008	_____	08 _____	08 _____	08 _____	08 _____	08 _____	08 _____
2007	_____	07 _____	07 _____	07 _____	07 _____	07 _____	07 _____
2006	_____	06 _____	06 _____	06 _____	06 _____	06 _____	06 _____
2005	_____	05 _____	05 _____	05 _____	05 _____	05 _____	05 _____
2009	_____	09 _____	09 _____	09 _____	09 _____	09 _____	09 _____
2008	_____	08 _____	08 _____	08 _____	08 _____	08 _____	08 _____
2007	_____	07 _____	07 _____	07 _____	07 _____	07 _____	07 _____
2006	_____	06 _____	06 _____	06 _____	06 _____	06 _____	06 _____
2005	_____	05 _____	05 _____	05 _____	05 _____	05 _____	05 _____
2009	_____	09 _____	09 _____	09 _____	09 _____	09 _____	09 _____
2008	_____	08 _____	08 _____	08 _____	08 _____	08 _____	08 _____
2007	_____	07 _____	07 _____	07 _____	07 _____	07 _____	07 _____
2006	_____	06 _____	06 _____	06 _____	06 _____	06 _____	06 _____
2005	_____	05 _____	05 _____	05 _____	05 _____	05 _____	05 _____
2009	_____	09 _____	09 _____	09 _____	09 _____	09 _____	09 _____
2008	_____	08 _____	08 _____	08 _____	08 _____	08 _____	08 _____
2007	_____	07 _____	07 _____	07 _____	07 _____	07 _____	07 _____
2006	_____	06 _____	06 _____	06 _____	06 _____	06 _____	06 _____
2005	_____	05 _____	05 _____	05 _____	05 _____	05 _____	05 _____

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* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR PRIMARY PARKING TICKET PROCESSING THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON: SCOPE OF SERVICES OVERVIEW

A. CLIENT YR.	29. BACK-UP AND ALT. PROC.	30. TRAINING	31. CAPACITY AND VOLUMES	32. TEST SYSTEM	33. REC. FROM CAT FAIL.	34. ORGANIZATION AND PERSONNEL	35. SECONDARY COLLECTIONS
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05

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* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR PRIMARY PARKING TICKET PROCESSING THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON: SCOPE OF SERVICES OVERVIEW

A. CLIENT	36. CONVERSION	37. TICKET WRITING DEVICE	38. IMAGING AND WORKFLOW	39. TRAFFIC MGMT. PERMITTING SYSTEM	40. RED LIGHT RUNNING VIOLATION ISSUANCE PROGRAM
YR.					
2009		09	09	09	09
2008		08	08	08	08
2007		07	07	07	07
2006		06	06	06	06
2005		05	05	05	05
2004		04	04	04	04
2003		03	03	03	03
2002		02	02	02	02
2001		01	01	01	01
2000		00	00	00	00
2009		09	09	09	09
2008		08	08	08	08
2007		07	07	07	07
2006		06	06	06	06
2005		05	05	05	05
2004		04	04	04	04
2003		03	03	03	03
2002		02	02	02	02
2001		01	01	01	01
2000		00	00	00	00
2009		09	09	09	09
2008		08	08	08	08
2007		07	07	07	07
2006		06	06	06	06
2005		05	05	05	05
2009		09	09	09	09
2008		08	08	08	08
2007		07	07	07	07
2006		06	06	06	06
2005		05	05	05	05
2009		09	09	09	09
2008		08	08	08	08
2007		07	07	07	07
2006		06	06	06	06
2005		05	05	05	05
2009		09	09	09	09
2008		08	08	08	08
2007		07	07	07	07
2006		06	06	06	06
2005		05	05	05	05

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FORM #2: Additional 10 PVPMISS Clients For Primary Ticket Processing

Instructions for Completion:
(page 1 of 1 of instructions)

List up to 10 other clients that did not appear on CLIENT FORM #1. List the clients, 1 - 10, in order of their similarity and comparability to Boston. (The client listed as number '1' would be considered the most similar and comparable and the client listed as number '10' would be considered the least similar and comparable.)

Column A: Indicate additional Clients that are most similar and comparable to Boston in terms of the number of parking tickets and the RFP PVPMISS requirements relative to number, size, scope, and level of integration and complexity of the systems and services.

Column B: Provide data on the clients for the past 5 years. Indicate with an "X" if the data is for a calendar year or a fiscal year. Also, indicate the months that you provided systems and services under contract to the Client. Examples: 2000: cy__/fy X, 7/99 to 6/00; 2000: cy__/fy X, 7/99 to 12/99; cy X/fy__, 1/00 to 8/00. For 2000, whether calendar or fiscal year, if you are continuing to provide service beyond the month indicated, please put an asterisk next to the year (e.g. 6/00*).

Column C: Indicate the number of parking tickets issued. (Do not include moving violations or other types of violations)

Column D: Indicate the revenue from parking tickets fines and penalties. (Do not include revenue from other sources such as but not limited to moving violations, seizure fees, tow fees, meter revenue, and storage fees.)

1091o FORM #2

ADDITIONAL 10 PVPMISS CLIENTS FOR PRIMARY PARKING TICKET PROCESSING

A. CLIENT	B. APPROX. PERIOD OF CONTRACTS		C. # OF PARKING TICKETS ISSUED	D. \$ REVENUE
YR.	CY	FY	MO/YR TO MO/YR	
1. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____
2. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____
3. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____
4. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____
5. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____

A. CLIENT	B. APPROX. PERIOD OF CONTRACTS		C. # OF PARKING TICKETS ISSUED	D. \$ REVENUE
YR.	CY	FY	MO/YR TO MO/YR	
6. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____
7. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____
8. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____
9. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____
10. _____				
2009	_____	_____	/ / 09	_____
2008	_____	_____	/ / 08	_____
2007	_____	_____	/ / 07	_____
2006	_____	_____	/ / 06	_____
2005	_____	_____	/ / 05	_____

Only fill in if you have been under contract for these time periods.

OTHER PARKING TICKET CLIENTS (Indicate name of client, annual issuance, and contract periods, for ex. Miami 600,000 4/90 - 12/95): Use separate sheet if needed.

FORM # 4

PROPOSER PVPMISS EXPERIENCE FORM

Use one form per client, for a maximum of five clients that appear on Form #1 or Form #2. Select experience for systems which are most similar and comparable to the City of Boston's PVPMISS and which have been in operation for the most number of years.

Client Organization Name:

Duration of Involvement:

Type of Business:

From: _____ To: _____

Conversion Phase:

Contact Person and Title:

From: _____ To: _____

Operational Phase:

Address and Telephone Number:

From: _____ To: _____

Project System Profile:

1. Number of parking violations/year in most recent two fiscal or calendar years:

2. Gross parking violation collection/year in most recent two fiscal or calendar years:

Explain why we should consider this reference a viable PVPMISS reference. In light of our RFP, relate the functionality, components, capabilities, benefits, features, etc., of this experience to the elements of our RFP. Describe in as much detail as possible so that we can assess the relevancy of this experience to our RFP. Please note various processing volumes for elements, components, services, etc. if they have not been provided on one of the other forms.

Note: Additional pages may be attached for each Proposer PVPMISS Experience Form if needed to fully describe the experience, explain the reference as a viable PVPMISS

reference and its relevancy to our RFP. No or limited credit will be given for responses using other formats or for experience which cannot be verified by the reference given.

PVPMISS EMPLOYEE BACKGROUND FORM

This form is intended to identify vendor employee backgrounds as they directly relate to PVPMISS experience. This form should be used to provide employee backgrounds for key : a) conversion staff; b) post conversion staff; and c) on-call staff. Conversion staff are those employees who would plan and execute the system conversion that would be required if the Selected Vendor is not the Existing Vendor. Post-conversion staff are those employees responsible for the system's ongoing operation, maintenance, alterations, development, enhancement, etc. On-call staff are those employees unassigned to ongoing operational or developmental responsibilities who would be available resources for assistance as the need arises. Résumé's of these key personnel should also be provided.

Proposer's Name:

Employee's Name and Title:

Employee's years of experience with:

a) Parking Violation Systems

b) Related Systems:

Employee's staff categorization for the Boston PVPMISS (mark appropriate categories) and identify the normal worksite/location of the employee:

a) Conversion _____	b) Post-conversion _____	c) On-call _____
Worksite _____	Worksite _____	Worksite _____

Description of planned role in the Boston PVPMISS:

Percentage of employee's time to be devoted to the Boston PVPMISS (for on-call staff enter the maximum percentage availability):

a) Conversion _____%	b) Post-conversion _____%	c) On-call _____%
Worksite _____	Worksite _____	Worksite _____

Identify on the following pages, for one to a maximum of five (5) systems that are/were most similar to Boston's PVPMISS that provided the employee with PVPMISS experience. No or limited credit will be given for incomplete responses, responses using other formats, or for systems which cannot be verified by the references given. Two additional pages may be attached for each of the five systems if needed to fully describe the employee's role and responsibilities.

Note: If you believe that experience from five (5) systems does not adequately indicate an employee's experience, you may submit an additional one page summary.

FORM # 5 (page 2 of 6)

System Name :

Duration of Involvement:

from: _____ to: _____

Employer's Name if not Proposer:

Client Organization's Name:

Employer Reference:

Name: _____

Telephone : _____

Client Reference:

Name: _____

Telephone: _____

Describe the system and the employee's role in the system. We are most interested in the relationship between the employee's experience and the systems and elements in our RFP.

System Name:

Duration of Involvement:

from: _____ to: _____

Employer's Name if not Proposer:

Client Organization's Name:

Employer Reference:

Name: _____

Telephone : _____

Client Reference:

Name: _____

Telephone: _____

Describe the system and the employee's role in the system. We are most interested in the relationship between the employee's experience and the systems and elements in our RFP.

System Name:

Duration of Involvement:

from: _____ to: _____

Employer's Name if not Proposer:

Client Organization's Name:

Employer Reference:

Name: _____

Telephone: _____

Client Reference:

Name: _____

Telephone: _____

Describe the system and the employee's role in the system. We are most interested in the relationship between the employee's experience and the systems and elements in our RFP.

System Name:

Duration of Involvement:

from: _____ to: _____

Employer's Name if not Proposer:

Client Organization's Name:

Employer Reference:

Name: _____

Telephone: _____

Client Reference:

Name: _____

Telephone: _____

Describe the system and the employee's role in the system. We are most interested in the relationship between the employee's experience and the systems and elements in our RFP.

System Name:

Duration of Involvement:

Employer's Name if not Proposer:

Client Organization's Name:

Employer Reference:

Name: _____

Telephone: _____

Client Reference:

Name: _____

Telephone: _____

Describe the system and the employee's role in the system. We are most interested in the relationship between the employee's experience and the systems and elements in our RFP.

MOTOR VEHICLE AGENCY INTERFACE EXPERIENCE FORM

Use this form to describe capabilities and features utilized, experience gained, and effectiveness demonstrated with Motor Vehicle Agency interfaces within the last five (5) years. Fully describe the capabilities, features, experience and demonstrated effectiveness.

Instructions:

On a separate page(s) in matrix form, marked *Form # 6 Matrix Attachment*, provide the following information. For each Motor Vehicle Agency with which you have interfaced to retrieve and process registrant data, provide volumes, frequencies and hit rates for the following: Registrant Identification Information (name and address, etc., requests), and Non-Renewal Marks and Clears. Data should be for each of the last five (5) years in twelve (12) month calendar or fiscal year increments to the extent possible. The specific cities / entities requiring the Motor Vehicle Agency interface should be indicated for each agency experience cited.

- I. Registrant / Registration Data
 1. Describe your motor vehicle agency interface to retrieve registrant data in detail:

2. Describe and substantiate your success rate achieved for obtaining registrant data and enumerate the reason why registrant information is not secured:
3. Describe in detail your procedures to edit and utilize registrant data provided:
4. Describe what happens to registration records when no data is returned from motor vehicle agency:

II. Non-Renewal Processing

1. Describe your experience and capability to interface and process non-renewal of license / registration mark and clear transactions to motor vehicle agencies. List the specific motor vehicle agencies with which you have interfaced, the specific cities / entities requiring this interface, the time frames of involvement and the volume and frequency of transactions:
2. Describe how you generate, edit and utilize registrant information for non-renewal interface:

3. Describe and substantiate your success rate for facilitating non-renewal transactions:
4. Describe what happens to registration records that are not successfully 'non-renewed' during initial non-renewal attempts:

III. Linkage of Plates to Registrants

1. Describe your experience and capability to link expired registrations with the same registrants' current registrations. List the motor vehicle agencies with which you have interfaced, the specific cities / entities requiring this interface, the volume of transactions and the time-frame of involvement. Also, describe the logic utilized to link past with present registrations:

IV. Identification and Noticing of Registrants / Registrations

Describe your experience / capability to maximize the identification and noticing of the correct registrant and minimize the misidentification and noticing of the incorrect registrant by:

- A. Methods and approaches utilized to request registrant / registration data.
- B. Methods and approaches utilized to process and update registration data from motor vehicle agencies.

FORM # 7

(page 1 of 2)

PVPMISS PROPOSER OVERVIEW FORM

- I. General Information: On a separate sheet(s), marked Form #7, provide the following information in a clear manner. If multiple pages are submitted, please consecutively number all pages for this response (e.g., 'Form #7, Page 1of X').

Note to Proposers: Completion of this form does not relieve proposers from responding to other sections of the RFP (e.g., Section 4.34, "Organization, Plan of Services and Personnel").

- A. Name of Primary Proposer
- B. Address of central office/headquarters
- C. Address of office that will be responsible for this contract (if different from above address)
- D. Address of computer/data centers that will be responsible for providing service under a Boston PVPMISS contract
- E. Address of regional/field office that will be responsible for providing service under a Boston PVPMISS contract
- F. Address of local/field office (if available) that will be responsible for providing service under a Boston PVPMISS contract

II. Organization (Plan of Services and Personnel)

- A. For the full potential operational period of the contract, including renewal options (July 1, 2007 – June 30, 2010), assuming, full operation of all July 1, 2007 required systems and services, provide on one or more separate sheets:

- 1. A description/presentation via chart, matrix, table or other format and a narrative, if desired, of your 'company-wide' PVPMISS organization. As part of your presentation, include positions, titles and number of employees in each position and a brief description of roles, duties and responsibilities for each title. The numbers, types, locations of staff and offices for all types of functions and activities should be clearly discernable.

2. Indicate the parts of the organization and plan of services that will be dedicated to the Boston PVPMISS. Again, you may provide this information through a description/presentation via chart, matrix, table or other format and a narrative, if desired, of your Boston PVPMISS organization and plan of services. As part of your presentation, include positions, titles and number of employees in each position and a brief description of roles, duties and responsibilities for each title. This includes, but is not limited to, internal Proposer operations, personnel and facilities; and external operations, activities and relationships (i.e., with Motor Vehicle Departments, various BTM divisions, City's Voice Response Hardware company, various subcontractors, if applicable). The numbers, types and locations of staff and offices for all types of functions and activities should be clearly discernable.
- B. For the conversion period (the period of time up until PVPMISS is fully operational with all components and systems), on one or more separate sheets, indicate the parts of the organization/organizational structure that will be dedicated to the Boston PVPMISS. You can provide this information through a description/presentation via chart, matrix, table or other format and a narrative, if desired, of your Boston PVPMISS organization/organizational structure. As part of your presentation, include positions/titles, number of employees in each position and a brief description of roles, duties and responsibilities for each title.
- C. For each different location, such as central office, data center regional office, local office, etc., provide a listing and numbers of staff in each position/title, a further breakdown by percentage of time the actual employees filling the positions/titles will be assigned to the Boston PVPMISS and preferably, the names of the employees in the positions/titles. (Note: for example, if there are three employees in a particular position and they will be assigned to the Boston PVPMISS for different percentages of time, then indicate the percentage of time that each will be assigned to the Boston PVPMISS.)

FORM # 8

PVPMISS PERSONNEL MATRIX

Instructions: At a minimum, list all key personnel that will be assigned to the Boston PVPMISS and fill in each column as indicated by the column heading. If multiple pages are submitted, please consecutively number all pages for this response (e.g., 'Form #8, Page 1of X').

Proposer Staff	% of Time Assigned to Boston	Available Resource Y/N	Project Review Y/N	Parking Management Prog. Expr. (Years)	Parking Operations Experience (Years)	Parking Systems Tech. Expr. (Years)	Technical Experience (Years)	Business Experience (Years)	Company Experience (Years)

FORM # 8A

PVPMISS PERSONNEL MATRIX
HAND HELD TICKET WRITING DEVICES

Instructions: At a minimum, list all key personnel that will be assigned to the Boston PVPMISS HHD program for implementation and maintenance and fill in each column as indicated by the column heading. If multiple pages are submitted, please consecutively number all pages for this response (e.g., 'Form #8A, Page 1 of X').

Proposer Staff	% of Time Assigned to Boston	Available Resource Y/N	Project Review Y/N	On-Site for Installation Y/N	On-Site for Training Y/N	Parking Operations Experience (Years)	Parking Systems Tech. Expr. (Years)	Hand-Held Technical Experience (Years)	Company Experience (Years)

FORM # 9

DATA CENTER HARDWARE AND TECHNICAL ENVIRONMENT

On a separate sheet (s), marked Form # 9, provide the following information in a clear manner:

- I. Identify your PVPMISS Data Center hardware and technical environment.
- II. Fully discuss hardware capability, ability to meet time frame and Scope of Services scheduling requirements and ability to efficiently and effectively process estimated volumes indicated.
- III. Fully discuss hardware expandability, ability to handle surges in volumes and demand for computer processing time, and ability to handle multiple simultaneous projects.
- IV. Fully discuss ability to comply with Scope of Services scheduling and processing requirements in light of other client demands and overall competition for computing time.
- V. Indicate all control, support and utility software with appropriate release levels required.
- VI. Fully discuss network capability, ability to meet timeframe Scope of Services requirements and ability to efficiently and effectively process estimated volumes indicated.
- VII. Fully discuss network expandability and upgradability, ability to handle surges in volumes and demand for computer processing time, and ability to handle multiple simultaneous projects.
- VIII. Indicate all LAN/WAN support and software with appropriate release levels required.

Note: Proposers may include pictorial illustrations, graphs, matrixes, charts or tables in addition to narrative descriptions. If multiple pages are submitted, please consecutively number all pages for this response (e.g., 'Form # 9, page 1 of X).

INSTRUCTIONS FOR FORM # 10

The following form should be completed for 5 large scale full service clients for Hand-Held Ticket Writing Devices that are most similar and comparable to City of Boston requirements. Scope of Services 4.37.

The City in a similar manner to other major cities in this and other countries requires and mandates that the HHD's be ruggedized, fully tested, debugged, proven in major urban city production environments, and determined to be completely reliable for the basic, repetitive task of entering standard information and generating a parking ticket. Further, due to the large number of potential users with varying backgrounds relative to computer usage, the HHD should be designed to require an extremely minimal degree of technical dexterity for operation. Additionally, for labor force and various operational reasons including, but not limited to, weather and clothing, the City requires and mandates a combined, one (1) piece design for the issuing device and the printing device. The selected vendor will also be required to have a well-established, reputation that can be substantiated and documented as a subject-matter experienced vendor in providing proven HHD's for on-street parking solutions with extensive and specialized experience, knowledge, abilities and skills for parking ticket issuance enforcement and parking management applications in large urban environments. Moreover, the selection of a vendor will also be subject to the vendor's ability to substantiate and document its capabilities to provide a reliable and ready to use, at the start of the contract, turnkey HHD system (with proven products, systems and services). Additionally, as part of RFP submission, the vendor must clearly demonstrate and substantiate its hardware, software, existing specifications, and related equipment and service ability and capabilities to avoid a development process during the initial deployment of the HHD.

Again, the following form should be completed for 5 large scale full service clients for Hand-Held Ticket Writing Devices that are most similar and comparable to City of Boston requirements. For each client, please complete Form # 10 for up to three (3) different brands of HHD's.

FORM #10

* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR HAND-HELD TICKET WRITING DEVICES THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON REQUIREMENTS: SCOPE OF SERVICES
(4.37)

A. CLIENT YR.	1. REQUIREMENTS OF THE VENDOR PROVISION OF HHDs	2. EQUIPMENT REQUIREMENTS	3. REPAIRS & REPLACING HHDs & SUPPORTING EQUIPMENT	4. TRANSMISSION CRADLES/DEVICES & CHARGERS	5. BATTERIES	6. INTERFACE CAPABILITIES	7. DATA EXPORT AND IMPORT
2009		09		09		09	
2008		08		08		08	
2007		07		07		07	
2006		06		06		06	
2005		05		05		05	
2004		04		04		04	
2003		03		03		03	
2002		02		02		02	
2001		01		01		01	
2000		00		00		00	
2009		09		09		09	
2008		08		08		08	
2007		07		07		07	
2006		06		06		06	
2005		05		05		05	
2004		04		04		04	
2003		03		03		03	
2002		02		02		02	
2001		01		01		01	
2000		00		00		00	
2009		09		09		09	
2008		08		08		08	
2007		07		07		07	
2006		06		06		06	
2005		05		05		05	
2009		09		09		09	
2008		08		08		08	
2007		07		07		07	
2006		06		06		06	
2005		05		05		05	
2009		09		09		09	
2008		08		08		08	
2007		07		07		07	
2006		06		06		06	
2005		05		05		05	
2009		09		09		09	
2008		08		08		08	
2007		07		07		07	
2006		06		06		06	
2005		05		05		05	

* The Scope of Services Items appearing on this form are from the Scope of Services Section 4.37. Refer to this section for the complete wording of each item.

FORM #10

* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR HAND-HELD TICKET WRITING DEVICES THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON REQUIREMENTS: SCOPE OF SERVICES (4.37)

A. CLIENT YR.	8. DEVELOPMENT OF ADDITIONAL APPS. & ENHANCEMENTS	9. SPECIFIED & AD HOC REPORTS	10. SECURITY	11. CAPTURED TICKET INFORMATION	12. CAPABILITIES FOR TURNKEY SYSTEM	13. ** OTHER REQUIREMENTS	14. MAINTENANCE CONTRACT
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2004		04	04	04	04	04	04
2003		03	03	03	03	03	03
2002		02	02	02	02	02	02
2001		01	01	01	01	01	01
2000		00	00	00	00	00	00
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05
2009		09	09	09	09	09	09
2008		08	08	08	08	08	08
2007		07	07	07	07	07	07
2006		06	06	06	06	06	06
2005		05	05	05	05	05	05

* The Scope of Services Items appearing on this form are from the Scope of Services Section 4.37. Refer to this section for the complete wording of each item.

**This section refers to Software, Physical/Environmental Characteristics, Processor & Memory, Operating System, Keyboard/Screen, Printer, Ticket & Printer Supplies and Training.

FORM #10

* 5 LARGE SCALE, FULL SERVICE CLIENTS FOR HAND-HELD TICKET WRITING DEVICES THAT ARE MOST SIMILAR & COMPARABLE TO BOSTON REQUIREMENTS: SCOPE OF SERVICES
(4.37)

A. CLIENT	15. WARRANTY	16. DOCUMENTATION	17. TECH. SUPPORT & DEVELOPMENT	18. TOW LOT FACILITY
YR.				
2009		09	09	09
2008		08	08	08
2007		07	07	07
2006		06	06	06
2005		05	05	05
2004		04	04	04
2003		03	03	03
2002		02	02	02
2001		01	01	01
2000		00	00	00
2009		09	09	09
2008		08	08	08
2007		07	07	07
2006		06	06	06
2005		05	05	05
2004		04	04	04
2003		03	03	03
2002		02	02	02
2001		01	01	01
2000		00	00	00
2009		09	09	09
2008		08	08	08
2007		07	07	07
2006		06	06	06
2005		05	05	05
2009		09	09	09
2008		08	08	08
2007		07	07	07
2006		06	06	06
2005		05	05	05
2009		09	09	09
2008		08	08	08
2007		07	07	07
2006		06	06	06
2005		05	05	05
2009		09	09	09
2008		08	08	08
2007		07	07	07
2006		06	06	06
2005		05	05	05

* The Scope of Services Items appearing on this form are from the Scope of Services Section 4.37. Refer to this section for the complete wording of each item.